

This Privacy Policy outlines how ECOA Nexus, developed by Burn Manufacturing USA LLC, collects, uses, and discloses personal information obtained through the app. The ECOA Nexus app is used by internal agents for field operations and collects customer information including location and photos of customer details. By using the ECOA Nexus app, you agree to the terms and conditions of this Privacy Policy.

#### COLLECTION OF PERSONAL INFORMATION

ECOA Nexus collects personal information such as name, contact information, location, and photos of customer details for the purposes of field operations. This information is collected with the explicit consent of the customer and is used solely for the purpose of providing services to the customer. The app does not collect any sensitive personal information such as financial or medical information.

#### USE OF PERSONAL INFORMATION

The personal information collected by ECOA Nexus is used solely for the purpose of field operations, such as providing services to the customer. The app may use this information to contact the customer or provide updates on the status of their service request. ECOA Nexus may also use the location information to provide directions to the field agent and to improve the app's functionality. The app does not sell, rent, or share personal information with any third parties for marketing or other purposes.

#### DISCLOSURE OF PERSONAL INFORMATION

ECOA Nexus may disclose personal information to third-party service providers for the purpose of providing services to the customer. These service providers are required to protect personal information and use it only for the purpose of providing services to ECOA Nexus.

#### SECURITY OF PERSONAL INFORMATION

ECOA Nexus takes reasonable measures to protect personal information from unauthorized access, use, or disclosure. The app uses industry-standard security measures, including encryption, to protect personal information. However, no security system is foolproof, and ECOA Nexus cannot guarantee the security of personal information.

#### CHANGES TO PRIVACY POLICY

ECOA Nexus may update this Privacy Policy from time to time. We encourage you to review this Privacy Policy regularly to stay informed about how we collect, use, and disclose personal information. Your continued use of the app after any changes to this Privacy Policy constitutes your acceptance of the revised Privacy Policy.

#### CONTACT INFORMATION

If you have any questions or concerns about this Privacy Policy, please contact us at [legal@burnmfg.com](mailto:legal@burnmfg.com).