



CADReport LLC — Privacy Policy

Effective date: 2026-09-06

1. Introduction

CADReport LLC ("CADReport") provides a records-management system for fire departments and fire-rescue agencies. This policy describes how CADReport collects, uses, discloses, and retains personal information in connection with its website and services (the "Services"). The Services are offered in the United States. Questions regarding this policy may be directed to support@cadreport.com.

2. Information CADReport Collects

CADReport does not collect personal information for its own purposes beyond the ordinary business records required to conduct business and complete transactions with its customers. This information is limited to:

- Customer entity information;
- Billing and address information;
- Point-of-contact information (name, work email address, telephone number, and role);
- Correspondence, including support requests; and
- Basic technical data transmitted by a browser when visiting the website (IP address, browser type, pages viewed).

CADReport does not request and does not want patient information in support requests or contact forms.

3. Customer Data

Each customer department operates its own instance of the Services. Data entered into or generated within a customer instance ("Customer Data") is maintained by CADReport on the customer's behalf and at the customer's direction. Customer Data consists of the operational records a fire department ordinarily maintains in the course of its work.

Customer Data may include limited personal information about individuals other than the person entering it — for example, a member's emergency contact, recorded as a name, phone number, and relationship to the member. That information is collected by the customer through its use of the Services, and the customer is responsible for its authority to collect and maintain it.

Mobile application location. The mobile application reads the device's location only at the moment a member marks themselves responding to an incident, or changes their response destination, and only with the member's permission through the device's location-permission controls. Each reading is a single fix — the application does not read location at any other time and does not track location in the background. The reading is used to calculate the member's distance and estimated travel time to the station or scene, is stored on that member's response record as part of the department's Customer Data, and is not sent to any third-party service. A member who declines location permission can still respond; travel time is then estimated by the department's configured rules or entered by the member.

Customer Data is owned by the customer. It is governed by the Terms of Service and, where protected health information is involved, by a Business Associate Agreement between CADReport and the customer. This policy does not govern Customer Data.

CADReport personnel access Customer Data only as necessary to provide and support the customer's instance and to operate and protect the Services — for example, to configure and troubleshoot the parsing of the customer's CAD data, to repair data, to perform migrations or imports of past incident records at the customer's request, and to respond to outages and other service-affecting conditions — and for no other purpose.

User accounts in the Services are issued and managed by the customer department. Account changes and removals are handled by the department.

Individuals, including patients and members of the public, seeking information that a fire department holds about them should direct that request to the department. The department's own records practices and privacy notices apply to its records.

4. Use of Information

The information described in Section 2 is used solely to provide, support, and secure the Services; to bill for the Services; to respond to inquiries; and to comply with applicable law.

5. Prohibited Uses

- CADReport does not sell or rent personal information.
- CADReport does not mine, de-identify, or repurpose Customer Data. Each customer's data is used only to provide that customer's own service.

- CADReport does not use personal information or Customer Data for advertising.
- CADReport does not use Customer Data to train machine-learning or artificial-intelligence models.
- CADReport does not use one customer's data to serve another.

6. Disclosure of Information

CADReport does not sell or rent information. Information is disclosed only in the following circumstances:

- **Email service provider (Microsoft 365).** All system email — business and account correspondence from CADReport, and notification email a customer instance sends to its own personnel — is transmitted through Microsoft 365, which processes recipient addresses and message content in transit. Outbound email does not carry incident patient information.
- **Mapping and geocoding providers.** Map displays and address lookups in the application are performed by third-party mapping services, which receive the information necessary to perform them (such as an address to locate) and the standard technical data a browser transmits.
- **Notification delivery services.** Mobile push notifications are delivered through Apple and Google notification services, which receive a device identifier and the notification content in transit.
- **As required by law.** In response to valid legal process, or to protect a person's safety. Where legally permitted, CADReport will notify the affected customer before disclosure.

CADReport invoices customers directly and accepts payment by check or draft. CADReport does not process credit cards or electronic payments, and no payment processor receives customer information.

Any provider that handles patient information on CADReport's behalf must be bound by a written agreement holding it to protections at least as strict as those in this policy and in CADReport's customer agreements.

7. Security

CADReport protects information with administrative, physical, and technical safeguards, including:

- **U.S.-based servers.** The Services and encrypted backups are hosted on servers located in the United States.
- **Separate database per customer.** Each customer's data resides in its own independent, separately keyed database.

- **Encrypted backups.**
- **Encrypted transport.** Traffic to the Services is encrypted, and CADReport servers communicate over a private encrypted network.
- **Account protection.** Repeated failed sign-in attempts lock an account.
- **Audit trail.** Changes to records are logged with the identity of the person and a timestamp, and access to a member's emergency-contact information is logged the same way.
- **Encryption at rest.**

No system is perfectly secure. If a breach affects a customer's data, CADReport notifies that customer under the terms of its agreement with the customer, and the customer handles any legally required notification to affected individuals.

8. Retention

- Business records described in Section 2 are retained as long as needed for the purpose collected, plus any period required by law or ordinary business record-keeping.
- Customer Data is retained for as long as the customer's account is active. Following termination, Customer Data is made available for export for a reasonable period and then deleted; routine encrypted backups age out on the normal backup schedule. Patient information additionally follows the return-or-destroy terms of the applicable Business Associate Agreement.

9. Privacy Rights

Where applicable law provides individuals rights regarding their personal information — such as the right to know, access, correct, or delete it — CADReport honors verified requests as the law requires. Requests may be submitted to **support@cadreport.com**. Identity is verified before a request is acted upon, and no fee is charged for a reasonable request.

Patient information held in the Services under HIPAA is governed by HIPAA and the applicable Business Associate Agreement, not by state consumer-privacy statutes. Individuals seeking records a fire department holds about them should contact that department (see Section 3).

10. Cookies and Tracking

Cookies and similar technology are used only to make the website and application function (maintaining sign-in, remembering preferences). CADReport does not use analytics tools or third-party advertising trackers.

The Services do not track users across third-party websites or over time, and therefore do not respond to browser Do Not Track signals; no tracking occurs regardless of the signal.

11. Children

The Services are provided to fire departments and their personnel and are not directed to children. CADReport does not knowingly collect personal information from children. Some departments enroll junior or cadet members in their programs; those members' records are department membership records, maintained by the department, and each department is responsible for its own membership rules, including any parental-consent requirements that apply to its junior members.

12. Changes to This Policy

Material changes to this policy will be reflected in an updated effective date with notice. Material changes affecting customers are handled through the agreement-versioning process in the Terms of Service.

13. Contact

CADReport LLC

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