

Terms of Use

Last Updated: March 23, 2026

These Terms of Use (“Terms”) constitute a legally binding agreement between you and LA Command, LLC (“Company,” “we,” “our,” or “us”) governing your access to and use of our website, applications (including the Integrated Drills Operations Command (“IDOC”) platform), and related services (collectively, the “Services”).

1. Acceptance of Terms

By accessing or using the Services, you agree to be bound by these Terms. If you are using the Services on behalf of an organization, you represent that you have authority to bind that organization.

2. Description of Services

LA Command, LLC provides fire safety training, emergency preparedness tools, simulation software, and compliance-related resources for hospitals and healthcare institutions. This includes, but is not limited to: - The IDOC application - Training modules and drill simulations - Reporting and analytics tools - Compliance support materials

3. Intended Users

The Services are intended solely for authorized personnel of healthcare institutions, including administrators, safety officers, and staff. Unauthorized use is strictly prohibited.

4. Regulatory and Compliance Disclaimer

The Services are designed to assist with fire safety training and preparedness; however: - We do not guarantee compliance with any specific law, code, or regulation. - Users remain solely responsible for compliance with all applicable federal, state, and local laws, including healthcare and fire safety requirements. - The Services do not replace official regulatory guidance or inspections.

5. No Medical or Emergency Services

The Services do not provide medical advice, clinical direction, or real-time emergency response. In all emergencies, users must follow established institutional protocols and contact appropriate emergency responders.

6. Account Registration and Security

To access certain features, users must create accounts. You agree to: - Provide accurate and complete information - Maintain the confidentiality of login credentials - Accept responsibility for all activities under your account

We reserve the right to suspend or terminate accounts for violations or security concerns.

7. Data Privacy, Security, and HIPAA Considerations

You acknowledge that the Services may involve sensitive operational data: - You agree not to upload Protected Health Information (PHI) unless explicitly authorized under a separate written agreement (e.g., Business Associate Agreement). - Any training data containing patient-related information must be de-identified unless legally permitted. - We implement reasonable administrative, technical, and physical safeguards; however, we do not guarantee absolute security. - You remain responsible for compliance with HIPAA and other applicable privacy laws.

8. Intellectual Property Rights

All content, software, designs, training materials, and systems within the Services are owned by LA Command, LLC or its licensors and are protected by intellectual property laws.

You may not: - Copy, reproduce, distribute, or sublicense any content - Reverse engineer or attempt to extract source code - Use the Services for competitive or commercial resale purposes without authorization

9. License Grant

Subject to these Terms, we grant you a limited, non-exclusive, non-transferable, revocable license to use the Services for internal business purposes only.

10. User-Generated Content

If you submit or upload content: - You grant us a worldwide, royalty-free license to use, reproduce, and display such content for purposes of operating and improving the Services - You represent that you have all necessary rights and permissions - You agree not to submit confidential, proprietary, or regulated data without authorization

11. Prohibited Conduct

You agree not to: - Violate any applicable laws or regulations - Attempt unauthorized access to systems or data - Interfere with security or functionality - Introduce malware or harmful code - Misrepresent your identity or affiliation

12. Service Availability and Modifications

We may: - Modify, suspend, or discontinue any part of the Services at any time - Update features or functionality without notice

We do not guarantee uninterrupted or error-free operation.

13. Disclaimer of Warranties

To the fullest extent permitted by law, the Services are provided “as is” and “as available” without warranties of any kind, express or implied, including: - Fitness for a particular purpose - Accuracy or reliability - Availability or performance

14. Limitation of Liability

To the maximum extent permitted by law, LA Command, LLC shall not be liable for any indirect, incidental, consequential, or punitive damages, including: - Loss of data or business interruption - Regulatory penalties or compliance failures - Outcomes of training exercises or reliance on the Services

Our total liability shall not exceed the amount paid for the Services in the preceding 12 months.

15. Indemnification

You agree to defend, indemnify, and hold harmless LA Command, LLC from any claims, damages, liabilities, and expenses arising from: - Your use of the Services - Your violation of these Terms - Your failure to comply with applicable laws or regulations

16. Termination

We may suspend or terminate your access at any time for violations, security risks, or operational reasons. Upon termination, your right to use the Services will immediately cease.

17. Governing Law and Dispute Resolution

These Terms are governed by the laws of the State of California.

Any disputes shall be resolved through binding arbitration in California, except where prohibited by law. You waive any right to participate in class actions.

18. Entire Agreement

These Terms constitute the entire agreement between you and LA Command, LLC regarding the Services and supersede all prior agreements.

19. Contact Information

For legal or compliance inquiries, contact:

LA Command, LLC 8100 Kentland Ave, West Hills CA 91304 hq@lacommand.org +1 8183885463

This document is intended as a general legal framework. LA Command, LLC should consult qualified legal counsel to ensure compliance with all applicable healthcare, data privacy, and regulatory requirements.