

MTNFX

Privacy Policy

Effective Date: February 10, 2025

1. Introduction

MTNFX ("Company," "we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, disclose, and safeguard information when you use our cloud-based mountain operations and avalanche mitigation platform (the "Service").

This Privacy Policy applies to all users of the Service, including administrators, operators, field personnel, and any other individuals who access the platform. By using the Service, you consent to the data practices described in this policy.

2. Information We Collect

2.1 Information You Provide Directly

- **Account Information:** Name, email address, phone number, job title, organization name, and role within your organization.
- **Profile Information:** Professional qualifications, certifications, and emergency contact details as provided by you or your organization's administrator.
- **Operational Data:** Avalanche observations, weather reports, snow profiles, explosive inventory records, incident reports, route logs, and other data you enter into the Service.
- **Communications:** Messages, support requests, and feedback you send to us.
- **Payment Information:** Billing address and payment details (processed through secure third-party payment processors; we do not store full credit card numbers).

2.2 Information Collected Automatically

- **Device and Usage Data:** IP address, browser type, operating system, device identifiers, pages visited, features used, and timestamps of interactions with the Service.
- **Location Data:** GPS coordinates and location data from mobile devices and wearable applications when you use field data collection features. Location tracking is active only during operational use and can be controlled through device settings.
- **Log Data:** Server logs, error reports, and performance metrics.
- **Cookies and Similar Technologies:** We use cookies, local storage, and similar technologies to maintain session state, remember preferences, and analyze usage patterns.

2.3 Information from Third-Party Sources

- **Weather Data:** Data from integrated weather stations, avalanche information centers (such as CAIC, Montana Avalanche Center), and other meteorological data providers.
- **Mapping Data:** Geographic and terrain data from mapping service providers.
- **Organization Data:** Information provided by your employer or organization's administrator for account provisioning.

3. How We Use Your Information

We use the information we collect for the following purposes:

3.1 Service Delivery and Operations

- Providing, maintaining, and improving the Service
- Processing and displaying operational reports, weather data, and avalanche assessments
- Managing explosive inventory tracking and ATF compliance documentation
- Generating PDF reports and operational documents
- Enabling mobile and wearable device data collection in the field
- Sending operational notifications, alerts, and reminders

3.2 Account Management

- Creating and managing your account
- Authenticating your identity and managing access permissions
- Processing payments and managing subscriptions
- Providing customer support

3.3 Analytics and Improvement

- Analyzing usage patterns to improve the Service
- Developing new features and functionality
- Generating aggregated, anonymized industry benchmarks and statistics
- Troubleshooting technical issues and optimizing performance

3.4 Communication

- Sending service-related notices, updates, and security alerts
- Responding to your inquiries and support requests
- Providing information about new features or changes to the Service

3.5 Legal and Safety

- Complying with legal obligations, including ATF reporting requirements
- Enforcing our Terms of Service

- Protecting the rights, safety, and property of MTNFX, our users, and the public

4. How We Share Your Information

We do not sell your personal information. We may share your information in the following circumstances:

4.1 Within Your Organization

Information you enter into the Service, including operational data, reports, and observations, may be visible to other authorized users within your organization based on role-based access controls configured by your administrator.

4.2 Service Providers

We share information with third-party service providers who assist us in operating the Service, including hosting providers, payment processors, email delivery services, and analytics providers. These providers are contractually obligated to use your information only for the purposes of providing services to MTNFX and to maintain appropriate security measures.

4.3 Legal Requirements

We may disclose your information if required to do so by law, regulation, legal process, or governmental request, including to comply with ATF regulations regarding explosive inventory records.

4.4 Business Transfers

In the event of a merger, acquisition, reorganization, or sale of assets, your information may be transferred as part of that transaction. We will notify you of any such change in ownership or control of your personal information.

4.5 With Your Consent

We may share your information in other circumstances with your explicit consent.

5. Data Security

We implement industry-standard technical and organizational measures to protect your information, including:

- Encryption of data in transit (TLS/SSL) and at rest
- Role-based access controls and multi-factor authentication
- Regular security assessments and monitoring
- Secure server infrastructure with redundant backups
- Employee access controls and confidentiality obligations

While we strive to protect your information, no method of electronic storage or transmission is completely secure. We cannot guarantee absolute security of your data.

6. Data Retention

We retain your information for as long as your account is active or as needed to provide the Service. Specific retention periods include:

- **Account Data:** Retained for the duration of your subscription and for thirty (30) days following account termination.
- **Operational Data:** Retained in accordance with your organization's data retention settings and applicable regulatory requirements. Explosive inventory records may be subject to ATF-mandated retention periods.
- **Log and Usage Data:** Retained for up to twenty-four (24) months for analytics and troubleshooting purposes.
- **Backup Data:** Retained in accordance with our backup schedule and may persist for up to ninety (90) days after deletion from the production environment.

Following the applicable retention period, we will securely delete or anonymize your information unless retention is required by law.

7. Your Rights and Choices

Depending on your location, you may have the following rights regarding your personal information:

- **Access:** You may request a copy of the personal information we hold about you.
- **Correction:** You may request correction of inaccurate or incomplete information.
- **Deletion:** You may request deletion of your personal information, subject to legal retention requirements.
- **Data Portability:** You may request an export of Your Data in a commonly used, machine-readable format.
- **Opt-Out:** You may opt out of non-essential communications by adjusting your notification settings or contacting us.
- **Location Tracking:** You may control GPS and location data collection through your device settings.

To exercise any of these rights, please contact us at privacy@mtnfx.com. We will respond to your request within thirty (30) days.

8. Colorado Privacy Act Compliance

As a Colorado-based company, we comply with the Colorado Privacy Act (CPA). Colorado residents have the right to:

- Confirm whether we are processing their personal data
- Access their personal data
- Correct inaccuracies in their personal data

- Delete their personal data
- Obtain a portable copy of their personal data
- Opt out of targeted advertising, sale of personal data, and profiling

We do not sell personal data or engage in targeted advertising. To exercise your CPA rights, contact privacy@mtnfx.com. If we decline your request, you may appeal by contacting us within fifteen (15) days.

9. Children's Privacy

The Service is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child, we will take steps to delete such information promptly.

10. International Data Transfers

The Service is operated in the United States. If you access the Service from outside the United States, your information may be transferred to, stored, and processed in the United States. By using the Service, you consent to the transfer of your information to the United States, where data protection laws may differ from those in your country of origin.

11. Cookies and Tracking Technologies

We use cookies and similar technologies to operate and improve the Service. The types of cookies we use include:

- **Essential Cookies:** Required for the Service to function properly, including authentication and session management.
- **Functional Cookies:** Remember your preferences and settings to enhance your experience.
- **Analytics Cookies:** Help us understand how the Service is used and identify areas for improvement.

You can manage cookie preferences through your browser settings. Note that disabling essential cookies may prevent you from using certain features of the Service.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. We will notify you of material changes by posting the updated policy on our website and, where appropriate, by sending you an email notification. The "Effective Date" at the top of this policy indicates when it was last updated. Your continued use of the Service after any changes constitutes your acceptance of the updated policy.

13. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

MTNFX

Privacy Inquiries: sales@mtnfx.com

General Inquiries: sales@mtnfx.com

Website: <https://mtnfx.com>

For data protection inquiries from EU/EEA residents, you may also contact your local data protection authority.