

## Information Security Policy

IRONFRAME Media, LLC

14825 Wolf Run, Needville Texas 77461

Effective Date: October 20, 2025

### 1. Purpose

IRONFRAME Media, LLC ("we," "us," or "our") is committed to protecting the confidentiality, integrity, and availability of client information and business data. This Information Security Policy ensures compliance with the Payment Card Industry Data Security Standard (PCI DSS), Texas data protection laws, and best practices for our real estate photography services in Southeast Texas. It covers data collected via our website ([ironframemedia.com](http://ironframemedia.com)), payment processing through Intuit QuickBooks Merchant Services, and marketing lists managed in Microsoft Office.

### 2. Scope

This policy applies to:

All personal and payment information (e.g., names, emails, addresses, credit card data) collected from clients for bookings, payments, or inquiries.

Systems and tools, including [ironframemedia.com](http://ironframemedia.com) (hosted by GoDaddy), QuickBooks payment links, MS Office for email lists, and devices used for photo editing/delivery.

All employees, contractors (if any), and third-party vendors handling our data.

Physical and digital records related to shoots, including drone operations.

### 3. Data Protection Measures

We implement reasonable security measures to protect data:

**Payment Security:** Credit card payments are processed via Intuit QuickBooks Merchant Services, which uses PCI DSS-compliant encryption and secure networks. We do not store full credit card details; only transaction confirmations (e.g., last four digits, date, amount) are retained.

**Website Security:** Our website ([ironframemedia.com](http://ironframemedia.com)) is hosted by GoDaddy, utilizing their security features (e.g., SSL encryption, firewalls). GoDaddy analytics data is anonymized where possible.

Data Storage: Client information (e.g., booking details, property addresses) is stored on password-protected devices and backed up securely. Physical records are kept in locked storage at 269 County Road 840, Angleton, TX 77515.

Access Controls: Only authorized personnel access client data, using strong passwords and, where applicable, two-factor authentication.

Encryption: Data in transit (e.g., payment links, email communications) is encrypted using industry-standard protocols.

Email Lists: Realtor email lists compiled in MS Office from public internet sources are stored securely and used in compliance with the CAN-SPAM Act (e.g., unsubscribe options included).

#### 4. Employee and Contractor Responsibilities (If Applicable)

All personnel must follow this policy, including secure handling of client data (e.g., not sharing login credentials, locking devices when unattended).

Training on PCI DSS and data protection is provided annually (or upon hiring).

Unauthorized access or disclosure of client data results in disciplinary action.

#### 5. Third-Party Vendors

Intuit QuickBooks Merchant Services: We rely on Intuit's PCI DSS-compliant systems for payment processing. Their security practices are outlined at [quickbooks.intuit.com/payments/legal](https://quickbooks.intuit.com/payments/legal).

GoDaddy: Our website hosting and analytics comply with GoDaddy's security standards.

Vendors must adhere to confidentiality agreements and applicable laws.

#### 6. Incident Response

In case of a suspected data breach (e.g., unauthorized access to client data or payment systems):

We investigate immediately and notify affected clients within 72 hours, as required by Texas law (§ 521.053).

Contact us at [phillip@ironframemedia.com](mailto:phillip@ironframemedia.com) (mailto:phillip@ironframemedia.com) or 979-349-1744 to report concerns.

We mitigate harm, document the incident, and notify authorities (e.g., Texas Attorney General) if required.

Affected clients receive guidance on protecting their information (e.g., monitoring credit card statements).

## 7. Weather and Operational Considerations

For weather-related disruptions (e.g., rain, low visibility, thunderstorms affecting drone operations), we securely store client data until rescheduling is complete, ensuring no unauthorized access during delays.

Rescheduling fees (\$100 + \$1/mile beyond 30 miles from 269 County Road 840, Angleton, TX) are processed securely via QuickBooks.

## 8. Compliance and Review

We conduct annual reviews of this policy to ensure compliance with PCI DSS, Texas laws, and industry standards.

Regular PCI DSS self-assessments are completed as required by Intuit QuickBooks Merchant Services.

Updates are posted on [ironframemedia.com](http://ironframemedia.com) and communicated to clients via email or invoices.

## 9. Contact Us

For questions or to report security concerns, contact:

Email: [phillip@ironframemedia.com](mailto:phillip@ironframemedia.com)

Phone: 979-349-1744

Address: 14825 Wolf Run, Needville, Texas 77461