

PRIVACY & COMMUNICATIONS NOTICE

Effective / Last Updated: Sept 3, 2026

Enviro Management Group, LLC (“Enviro,” “we,” “us,” or “our”) respects the privacy of the people and organizations that interact with us. This Privacy & Communications Notice describes how we collect, use and disclose information in connection with our websites, customer and prospective-customer relationships, service operations, telephone calls, text messages, email and other interactions with Enviro.

This Notice applies to information collected online and through our ordinary business operations. Specific services may also be governed by an Enviro Service Agreement and applicable Residential or Commercial Terms & Conditions.

1. Information We Collect

Depending on how you interact with Enviro, we may collect information such as:

- name, address, telephone number, email address and other contact information;
- property, account, customer, billing and service information;
- information provided when requesting a quote, scheduling service, submitting a website form or communicating with us;
- service records, requests, photographs, reports and other information relating to properties or pest-management services;
- communications with Enviro, including emails, text messages, voicemail and, where applicable, recorded telephone calls;
- billing and transaction information necessary to administer customer accounts and payments; and
- information automatically generated when you use our websites, such as device, browser, approximate location, referral, page-view and interaction information collected through cookies, analytics and similar technologies.

We collect information that you provide directly to us as well as information generated through your interactions with our websites, systems, service personnel and business partners.

2. How We Use Information

Enviro uses information for legitimate business purposes associated with operating and improving our company, including to:

- provide, schedule and administer pest-management services;
- respond to inquiries and prepare proposals or estimates;
- communicate regarding appointments, service conditions, account activity, reports, invoices and payments;
- maintain customer, property and service records;
- provide customer service and resolve questions;

- verify the accuracy of information, instructions, scheduling, representations and commitments associated with our interactions;
- improve the quality and consistency of our customer service and employee training;
- understand how customers and visitors use our websites and services;
- personalize and improve website and customer experiences;
- measure the effectiveness of our operations, website content and communications;
- analyze trends and information that assist us in making business decisions;
- protect Enviro, our customers, our employees and our systems from misuse, fraud or security threats;
- comply with legal, regulatory and recordkeeping requirements; and
- carry out other purposes reasonably related to our business relationship with you.

3. Website Analytics and Similar Technologies

We use website analytics, cookies and similar technologies to understand how visitors find and use our websites and to help us improve our services and business decisions.

These technologies may collect information such as pages viewed, time spent on pages, referral sources, browser and device characteristics, approximate geographic information and interactions with website features.

We currently use providers such as Google and may use other analytics or technology providers as technology and our business needs evolve. We do not intend this Notice to identify every technology by brand name because the particular tools used by Enviro may change over time.

We use these providers to support Enviro's own business purposes, such as measuring website performance, understanding customer interests, improving usability, personalizing experiences and informing business decisions.

Third-party technology providers may process information on Enviro's behalf according to their agreements with us and applicable law.

4. We Do Not Sell Personal Information

Enviro does not sell personal information.

We do not provide customer or website-user information to third parties in exchange for money, and we do not provide personal information to third parties for their independent use simply as a source of customer information.

We may provide or permit access to information when reasonably necessary for companies that perform services for Enviro, such as website hosting, analytics, communications, software, payment processing, information technology, professional services and other business-support functions.

Those relationships exist to support Enviro's operations and business purposes, not to create a separate marketplace for information about our customers.

Some state privacy laws use specialized definitions of terms such as “sale,” “sharing,” “targeted advertising,” or similar concepts that may extend beyond an ordinary exchange of information for money. Where such laws apply to Enviro, we will provide any notices, choices or rights required by applicable law.

5. Telephone Calls and Call Recording

Telephone calls with Enviro may be monitored or recorded for training and quality-control purposes.

Quality control includes evaluating and improving customer service and verifying the accuracy and consistency of information exchanged during calls, including customer requests, service instructions, scheduling information, representations, authorizations and commitments.

Recording also allows Enviro to train personnel using actual customer interactions and to identify opportunities to improve the accuracy, consistency and quality of our service.

Where applicable law requires additional notice or consent before a telephone call may be recorded, Enviro will use reasonable procedures intended to provide that notice or obtain the required consent.

Enviro intends call recordings to be used internally for legitimate training and quality-control purposes and not sold or made available to third parties for their independent use. Access to recordings may be provided to technology vendors or other service providers that process recordings on Enviro's behalf and may also be provided where disclosure is required by law.

Call recordings will generally be retained for no longer than one year unless a different retention period is required or expressly permitted by applicable law.

6. Text Messages, Email and Other Electronic Communications

Enviro may communicate with customers, prospective customers and other authorized contacts through telephone calls, text messages, email and other electronic communications.

These communications may include:

- appointment confirmations and reminders;
- technician arrival or scheduling information;
- access and preparation instructions;
- service questions and follow-up;
- service reports and account notifications;
- billing and payment information;
- responses to customer inquiries; and
- other communications reasonably related to a service, account or business relationship.

Enviro may separately offer promotional or marketing communications. Where applicable law requires affirmative consent for marketing calls or text messages, such consent will be obtained separately and will not be a condition of purchasing Enviro services.

Recipients may opt out of eligible marketing text messages by following the instructions included with the message, such as replying STOP. Opting out of marketing communications does not necessarily prevent

Enviro from sending non-marketing communications reasonably necessary to administer an existing service or account, to the extent permitted by law.

Message and data rates imposed by a recipient's wireless carrier may apply.

7. Information We Share

Enviro may disclose information when reasonably necessary to:

- companies that provide technology, communications, analytics, payment-processing, hosting, software or other services to Enviro;
- professional advisers such as accountants, attorneys, insurance professionals and consultants;
- governmental agencies, regulators, courts or other persons when required or permitted by law;
- protect the rights, property, security or safety of Enviro, our employees, our customers or others;
- investigate suspected fraud, misuse or unlawful activity; or
- facilitate a merger, acquisition, financing, reorganization, sale of assets or similar business transaction.

Where outside companies process information for Enviro, we seek to use them for purposes related to Enviro's business and operations rather than to provide them with customer information for their own unrelated marketing purposes.

8. Business Transfers

Information maintained in connection with Enviro's customers, operations, websites and business relationships may constitute a business asset.

If Enviro or some or all of its business or assets are acquired, merged, reorganized, financed or transferred, information may be disclosed or transferred as part of that transaction, subject to applicable law and any obligations applicable to that information.

A business transfer is not considered by Enviro to be a sale of personal information for marketing or data-broker purposes.

9. Data Security

Enviro uses reasonable administrative, technical and physical measures appropriate to the nature of the information we maintain.

No information system, electronic transmission or storage method can be guaranteed to be completely secure, and Enviro cannot guarantee absolute security.

10. Data Retention

We retain information for periods reasonably necessary to:

- provide services and administer customer relationships;
- maintain business, service and financial records;
- support operational and quality-control needs;
- comply with legal, regulatory, tax and insurance requirements; and

- establish, exercise or defend legal rights where permitted by law.

Different categories of information may therefore have different retention periods.

Call recordings used under Enviro's training and quality-control program are subject to the more specific retention practices described in Section 5.

11. Privacy Choices and Rights

Depending upon your state of residence and the laws applicable to Enviro, you may have rights concerning personal information, such as rights to request access, correction or deletion of certain information or to obtain information about how it is used.

Applicable law may also provide rights concerning targeted advertising or particular types of information disclosure.

Enviro does not discriminate against individuals for exercising privacy rights provided by applicable law.

Requests concerning privacy may be submitted using the contact information below. Enviro may take reasonable steps to verify the identity and authority of the person making a request before acting upon it.

12. Third-Party Websites

Our websites may contain links to websites, platforms or services operated by third parties.

Enviro does not control the privacy practices of those third parties. Their collection and use of information are governed by their own privacy policies and terms.

13. Children

Enviro's websites and pest-management services are not directed to children for the purpose of collecting personal information from them, and we do not knowingly seek personal information directly from children through our websites.

14. Changes to This Notice

Enviro periodically reviews and updates this Notice to reflect changes in its practices, technology, legal requirements and services. Enviro will maintain the then-current version publicly on its website and identify it by its Effective or Last Updated date. Persons interacting with Enviro are responsible for reviewing then-current policies applicable to their interactions from time to time. Where a change materially affects the treatment of personal information or applicable law requires additional notice, consent or choice, Enviro will provide the notice, consent mechanism or choice required by law.

15. Contact Enviro

Questions, requests or concerns regarding this Notice or Enviro's privacy practices may be directed to:

Enviro Management Group, LLC

137 W. College Ave, Pleasant Gap, PA 16823

Email: accounting@enviromg.com

Telephone: 814-359-2600