

# Privacy Policy: Accelerate Restoration Management LLC (ARM)

**Effective Date:** December 11, 2024

## 1. Information We Collect

We collect personal and property information necessary to provide restoration services, facilitate insurance claims, and ensure occupant safety. This includes:

- **Contact Information:** Name, physical address, phone numbers, and email addresses.
- **Insurance Details:** Policy and claim numbers, insurance carrier identity, and adjuster contact information.
- **Health and Safety Data:** Information regarding resident allergies, chemical sensitivities, respiratory issues, or immune system deficiencies to safely apply antimicrobial agents or disinfectants.
- **Property Data:** Information regarding the age of the structure, cause of loss, and specific areas affected by water, fire, or mold.

## 2. How We Use Your Information

Your information is used strictly for the following business purposes:

- **Service Delivery:** To perform restoration, cleaning, and remediation as authorized.
- **Insurance Coordination:** To facilitate direct payment from insurance carriers and provide required documentation of work performed.
- **Safety Compliance:** To determine the appropriateness of specific cleaning agents and to warn occupants of potential hazards (e.g., slippery floors, equipment placement).
- **Collections:** To process payments and, if necessary, initiate collection proceedings for unpaid balances.

## 3. Information Sharing and Disclosure

We do not sell your personal information. We share your data only with:

- **Insurance Entities:** Insurance companies, agencies, and adjusters involved in your claim.
- **Authorized Subcontractors:** Third-party professionals (e.g., Industrial Hygienists) if required for clearance testing or specialized remediation.
- **Legal Requirements:** When required by law or to protect the legal rights of ARM in the event of non-payment or liability claims.

## 4. Data Security and Retention

We maintain physical and electronic safeguards to protect your data. Records, including work authorizations and moisture mapping data, are retained for the duration required by industry standards (IICRC) and Wisconsin state law.

## 5. Your Rights and Choices

- **Consent Withdrawal:** You may decline to provide certain health information; however, this may limit our ability to perform certain restoration procedures.
- **Access to Records:** You may request copies of the documentation and records we maintain regarding your project.

## 6. Contact Information

For questions regarding this Privacy Policy, please contact: **Accelerate Restoration Management LLC** 825 Commons Cir Plover, WI 54467