

CLEARSNAP LLC PRIVACY POLICY

Last Updated: 3/20/2026

This Privacy Policy describes how Clearsnap LLC (“Clearsnap,” “we,” “us,” or “our”) collects, uses, stores, discloses, and protects information when you access or use the ClearSnap user portal currently located at clearsnap-usa.web.app, together with any related website, platform, software, reports, products, and related services (collectively, the “Services”).

Clearsnap LLC

101 Davis Street

Locust Valley, NY 11560

Email: info@clearsnapusa.com

By accessing or using the Services, you acknowledge that you have read and understood this Privacy Policy.

1. Scope

This Privacy Policy applies to information we collect:

- when you visit or use our website or platform;
- when you submit an inquiry or request information about the Services;
- when an account is created for you by Clearsnap or an authorized administrator;
- when you generate, access, download, manage, archive, or delete reports through the Services;
- when you communicate with us by email, support request, phone, or otherwise; and
- from public, governmental, and other source databases or files used in connection with the Services.

This Privacy Policy does not apply to third-party websites, public databases, or other external services that may be linked to, queried by, or referenced through the

Services. Those sources operate under their own terms and privacy practices.

2. Information We Collect

We may collect the following categories of

information. **Information You Provide Directly**

We may collect information you provide to us, including your name, email address, company name, phone number if provided, message or inquiry content, support requests, communications, and account-related information provided during onboarding or account administration.

Account and Administrative Information

When accounts are created or managed through the Services, we may collect and store user name, email address, firm or company affiliation, account role, sub tenant assignment where applicable, account status, password setup or reset status, and administrative activity records relating to account creation, permissions, and user management.

Report Input and Search Information

When the Services are used to generate reports, we may collect and store title numbers, names or entities submitted for search, optional sanctions- or patriot-related search selections, report settings and user selections, report generation timestamps and statuses, and retry, continuation, archive, and deletion activity.

Report Outputs and Related Files

We may collect, generate, store, and make available PDF reports, continuation reports, sanctions- or patriot-related reports, screenshots captured during the search workflow, parsed result summaries, generated file links, and related metadata.

Imported Public and Source Data

We may import, parse, store, update, and use information obtained from public records, public databases, government websites, downloadable government source files, open-data sources, and other source files used to support the Services.

Payment and Billing Information

If you make payments to us or are billed for the Services, we may collect or receive billing contact information, invoice and payment records, transaction status, check payment records where applicable, and limited payment-related details or confirmations from our payment processor.

Online card and ACH payments are processed through Stripe. We do not describe ourselves as storing full payment card or bank account credentials except to the extent such information is handled by Stripe in connection with payment processing.

Automatically Collected Technical Information

When you access or use the Services, we may automatically collect limited technical and usage information, such as IP address, browser type, device and operating system information, pages viewed or screens

accessed, date and time of access, platform activity, system logs, and error and diagnostic information.

3. How We Collect Information

We may collect information directly from you when you submit a form, communicate with us, or use the Services; from firm administrators or authorized users who create or manage your account; automatically through your use of the website or platform; from public and governmental data sources used to support report generation; from imported source files and downloadable public data used in connection with the Services; and from service providers that support hosting, storage, communications, and payment processing.

4. How We Use Information

We may use information we collect for lawful business purposes, including to provide, operate, maintain, and improve the Services; create and manage user accounts; onboard firms, administrators, and users; process and

generate reports and related files; display, organize, archive, and manage report history; support sanctions- or patriot-related search functionality; process imported source data and update records; communicate with you regarding your account, reports, support requests, subscriptions, renewals, invoices, and service-related matters; monitor usage, performance, reliability, security, and system integrity; troubleshoot issues and respond to customer support inquiries; administer billing, invoicing, check processing, and online payment processing; enforce our legal terms, protect our rights, and prevent misuse; and comply with legal, regulatory, contractual, and operational obligations.

We currently use the information we collect for operational and service-related communications, not for general marketing newsletters or promotional campaigns.

5. How We Share Information

We do not sell personal information in the ordinary sense

of selling customer lists to unrelated third parties for their own marketing use.

We may share information in the following circumstances.

Service Providers

We may share information with third-party vendors and service providers that help us operate the Services, including Amazon Web Services / Amazon S3 for hosting, storage, and related infrastructure, and Stripe for payment processing.

Within Your Organization

Information may be visible to authorized users within your firm, including firm administrators, super administrators, and users with role-based access rights, consistent with the structure of the Services.

Public and Governmental Source Interaction

In order to provide the Services, we may query, retrieve, process, import, or display information obtained from public, governmental, and other source databases or downloadable source files.

Legal Compliance and Protection

We may disclose information where we believe disclosure is necessary or appropriate to comply with law, legal process, or lawful governmental request; enforce our agreements and policies; protect our rights, property, systems, and users; investigate fraud, misuse, security incidents, or unlawful conduct; or respond to emergencies.

Business Transfers

We may disclose or transfer information in connection with a merger, acquisition, financing, reorganization, sale of assets, or similar business transaction.

6. Public Records and Source Data

The Services rely on information obtained from public records, government databases, open-data sources, downloadable source files, and other public or third-party sources. Such information may be subject to separate terms, privacy policies, retention schedules, access conditions, update schedules, and legal limitations imposed by the original source.

Clearsnap does not control those external sources and is not responsible for their independent privacy or data practices.

7. Data Retention

We retain information in accordance with our operational

needs, legal obligations, business practices, and system requirements. Retention may vary by data type.

Information submitted through an interest form, inquiry form, or onboarding request is retained only for as long as reasonably needed for follow-up, onboarding, business evaluation, support, recordkeeping, or related operational purposes, unless a longer retention period is required or appropriate.

Account records, user roles, firm associations, and administrative activity may be retained for as long as reasonably necessary to administer the Services, maintain records, enforce agreements, support operations, and comply with legal obligations. If you request deletion of account information, we may delete or deactivate account information subject to our legitimate business, operational, security, billing, dispute-resolution, and legal recordkeeping needs.

Imported public-source and source-file data may be retained and updated over time as new source data is processed.

Report metadata, including searched names, title

numbers, statuses, timestamps, report history, generated file links, and related platform activity, may be retained in accordance with our internal retention practices, even if downloadable files later expire or are removed from active view.

Generated PDFs, screenshots, and related hosted files may be available for a limited period, including up to one (1) year from generation, unless otherwise stated by us. After that period, such files may expire, become unavailable, or require regeneration or refresh.

Archived reports may remain stored even if removed from standard user views. Deleted reports or deleted data may be permanently removed and may not be recoverable.

8. Cookies and Similar Technologies

We may use strictly necessary session technologies, cookies, or similar technical tools to support authentication, security, platform functionality, and user

sessions.

We do not describe the Services as using advertising cookies, targeted advertising tools, or third-party analytics platforms for marketing purposes.

You may be able to adjust your browser settings to block or delete certain cookies, but doing so may affect the functionality of the Services.

9. Payment Processing

Online card and ACH payments may be processed through Stripe. Stripe may collect and process payment information in accordance with its own privacy and security practices. We may receive limited transaction details, billing information, payment confirmations, and related records necessary to manage billing, invoices, renewals, and account status.

We may also accept physical checks payable to Clearsnap LLC. Check payments may result in the collection of

billing, remittance, and payment record information needed to process and reconcile payment.

10. Data Security

We maintain administrative, technical, and physical safeguards designed to protect information under our control against unauthorized access, loss, misuse, alteration, and disclosure.

However, no method of transmission over the internet and no electronic storage system can be guaranteed to be completely secure. Accordingly, we cannot guarantee absolute security.

11. Children's Privacy

The Services are intended for business use and are not directed to children under the age of 18. We do not knowingly collect personal information directly from children under 18 through the Services.

12. Your Choices and Account Requests

You may contact us to update certain account information, request correction of inaccurate account information, or request deletion or deactivation of account information, subject to our legitimate business, legal, operational, billing, dispute-resolution, security, and recordkeeping needs.

Because the Services are designed for business and record-support purposes, not all data can necessarily be deleted on demand. In particular, we may retain certain report metadata, billing records, security logs, and related business records where reasonably necessary.

13. New York-Specific Position

Clearsnap is a New York-focused business and has drafted this Privacy Policy to reflect its current New York operations and data-handling practices.

Nothing in this Privacy Policy is intended to state or imply that Clearsnap is acting as a title insurer or guarantor of search correctness. That distinction is addressed more fully in our customer-facing legal terms and report disclaimers.

14. Third-Party Links and External Sources

The Services may contain or rely upon links to external websites, government databases, public search tools, open-data portals, and third-party services. We are not responsible for the privacy, security, or data practices of those third parties. You should review their terms and privacy policies separately.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any updated version will become effective when posted, unless otherwise stated. Your continued use of the

Services after an update is posted constitutes your acknowledgment of the updated Privacy Policy.

16. Contact Us

If you have questions about this Privacy Policy or our privacy practices, you may contact us at:

Clearsnap LLC

101 Davis Street

Locust Valley, NY 11560

Email: info@clearsnapusa.com