

CONFITREK

Privacy Policy

Effective April 2026 · Version 1.0 · United States

Plain Language Summary: This policy explains what information CONFITREK collects, how we use it, and how we protect it. Your agency's data belongs to your agency — we do not sell it or use it for advertising. Questions? Contact us at support@confitrek.com.

CONTENTS

1 Scope and Who This Applies To	7 Security
2 Information We Collect	8 Cookies and Tracking
3 How We Use Your Information	9 Your Rights and Choices
4 How We Share Your Information	10 Notice to Agency Staff
5 Data Uploaded by Your Agency	11 Changes to This Policy
6 Data Retention	12 Contact Us

1 SCOPE AND WHO THIS APPLIES TO

1.1 Who This Policy Covers

This Privacy Policy applies to law enforcement agencies and their personnel who use CONFITREK under an agency subscription, as well as visitors to our marketing website at confitrek.com.

1.2 What This Policy Covers

This policy describes how CONFITREK collects, uses, stores, and protects information in connection with the CONFITREK platform and our marketing website. It does not apply to third-party websites or services that may be linked from our site.

1.3 B2B Context

CONFITREK is a business-to-business (B2B) service. Your agency — not individual officers — is the account holder and data controller for information entered under your agency's subscription. Individual users should direct privacy questions to their agency administrator.

2 INFORMATION WE COLLECT

We collect two categories of information: information related to operating the platform, and information your agency uploads to the platform.

2.1 Account and Contact Information

When your agency sets up a CONFITREK account, we collect the name, title, email address, and phone number of the agency contact and account administrator.

2.2 User Profile Information

For each officer or staff member added to the platform, we store their name, title, badge number or employee ID, and assigned training profile. This information is entered and managed by your agency.

2.3 Training and Compliance Data

We store training records, completion dates, certificate uploads, course assignments, and compliance status as entered or uploaded by your agency. This is the core operational data of the platform.

2.4 Use of Force (UoF) Data

If your agency subscribes to the UoF module, we store incident data entered through the designated fields of the application. See the Terms of Service Section 3.2 for rules governing what may be uploaded.

2.5 Usage and Log Data

We automatically collect technical information when you use the platform, including browser type, IP address, pages visited within the application, login timestamps, and error logs. This data is used to maintain and improve the service.

2.6 Marketing Website Data

When you visit confitrek.com, we use Google Analytics to collect anonymized usage data such as pages viewed, time on site, and general geographic region. This data is collected on the marketing website only — Google Analytics is not used inside the CONFITREK application.

2.7 Communications

If you contact us by email or phone, we retain records of those communications to resolve your inquiry and improve our support.

3 HOW WE USE YOUR INFORMATION

We use the information we collect only for the following purposes:

3.1 Providing the Service

To operate the CONFITREK platform, manage user accounts, store and display training records, generate compliance reports, and deliver the features your agency has subscribed to.

3.2 Support and Troubleshooting

To respond to support requests, diagnose technical issues, and maintain the reliability and security of the platform.

3.3 Service Notifications

To send you account-related communications such as login alerts, subscription renewal notices, scheduled maintenance announcements, and updates to these policies.

3.4 Platform Improvement

To analyze aggregated, non-identifiable usage patterns to improve the platform's features and performance. We do not use your agency's individual data or uploaded records to train AI models or build products for other customers.

3.5 Legal and Compliance Obligations

To comply with applicable law, respond to lawful requests from government authorities, or protect the rights, property, or safety of CONFITREK, our customers, or the public.

3.6 Marketing Website Analytics

To understand how visitors use confitrek.com so we can improve our marketing content. This uses Google Analytics and applies only to the public website — not the application.

What We Do Not Do:

We do not sell your data. We do not use your data for advertising. We do not share your agency's training or UoF records with other agencies or third parties. We do not use your data to train AI systems.

4 HOW WE SHARE YOUR INFORMATION

CONFITREK does not sell, rent, or trade your information. We share information only in the limited circumstances described below.

4.1 Within Your Agency

Administrators and authorized users within your agency can access the information stored under your agency's account according to the permissions your agency has configured.

4.2 Service Providers

We work with a small number of trusted technology vendors to operate the platform, including cloud hosting and security services. These vendors access only the minimum data necessary to perform their function and

are contractually required to protect your data and use it only for the services they provide to us.

4.3 State POST Board Reporting

Your agency controls whether and how training data is transmitted to your state's Peace Officer Standards and Training (POST) board or equivalent governing body. CONFITREK facilitates this reporting as directed by your agency — we do not initiate or control POST board data submissions independently.

4.4 Legal Requirements

We may disclose information if required to do so by law, court order, or lawful request from a government authority. Where permitted, we will notify your agency before disclosing.

4.5 Protection of Rights

We may disclose information where we believe it is necessary to prevent fraud, enforce our Terms of Service, or protect the safety of our users or the public.

4.6 Business Transfers

If CONFITREK is acquired by or merges with another company, your information may be transferred as part of that transaction. We will notify affected agencies before any such transfer occurs and ensure the acquiring party is bound by equivalent privacy protections.

5 DATA UPLOADED BY YOUR AGENCY

5.1 Agency Ownership

All training records, compliance data, uploaded certificates, UoF incident data, and other content your agency uploads to CONFITREK belongs to your agency. CONFITREK does not claim ownership of this data.

5.2 Our Role

CONFITREK acts as a data processor for the content your agency uploads. Your agency is the data controller and is responsible for ensuring that uploaded content complies with applicable law and the CONFITREK Terms of Service.

5.3 Access Controls

Your agency's administrator controls which users can view, enter, or export data within your account. CONFITREK staff access agency-uploaded data only when required to provide technical support, and only with appropriate authorization.

5.4 Prohibited Data

Agencies may not upload HIPAA-protected health information, Social Security numbers, criminal case files, or other categories of restricted data as described in the Terms of Service Section 3. CONFITREK is not

liable for data uploaded in violation of these restrictions.

6 DATA RETENTION

6.1 Active Subscriptions

We retain your agency's data for as long as your subscription is active and for a reasonable period afterward to support continuity and potential reactivation.

6.2 After Cancellation

If your subscription is cancelled or expires, your data is retained for 90 days during which your agency may request an export. After 90 days, your data is permanently deleted from our systems.

6.3 Usage and Log Data

Technical log data is retained for up to 12 months for security monitoring and troubleshooting, then deleted or anonymized.

6.4 Marketing Website Data

Anonymized website analytics data collected via Google Analytics is retained per Google's standard retention settings. No personally identifiable information is retained from marketing website visits.

7 SECURITY

7.1 Our Practices

We use industry-standard security measures to protect your data, including encrypted data transmission (TLS), encrypted storage, access controls, and regular security monitoring.

7.2 Your Responsibilities

You are responsible for maintaining the security of your agency's login credentials and for configuring user access permissions appropriately within the platform.

7.3 Breach Notification

In the event of a data breach that affects your agency's information, we will notify affected agencies as required by applicable law and as promptly as circumstances allow.

8 COOKIES AND TRACKING

CONFITREK uses cookies in two separate contexts — the marketing website and the application — with different practices for each.

8.1 Marketing Website (confitrek.com)

We use Google Analytics cookies to collect anonymized data about how visitors use our website. These cookies track page views, session duration, and general location (city/region level). You can opt out at tools.google.com/dlpage/gaoptout.

8.2 CONFITREK Application

The application uses session cookies solely to maintain your logged-in state. These are functional cookies — they are required for the application to work and do not track behavior for advertising or analytics purposes.

8.3 Managing Cookies

You can control cookies through your browser settings. Disabling session cookies in the application will prevent you from staying logged in.

9 YOUR RIGHTS AND CHOICES

CONFITREK is a B2B platform and most data rights are exercised at the agency level. The following applies to both agencies and individual users.

9.1 Access and Correction

Your agency's administrator can access, review, and update most account and user information directly within the platform. For information that cannot be updated through the platform, contact us at support@confitrek.com.

9.2 Data Export

Your agency may export training and compliance data at any time using the built-in reporting tools. We will also provide a full data export upon request when your subscription ends.

9.3 Deletion

Your agency may request deletion of specific records through the platform or by contacting us. Full account deletion is processed upon subscription cancellation per Section 6.2.

9.4 Individual Officer Rights

Officers and staff whose information is stored in CONFITREK should direct data access or correction requests to their agency administrator, who controls the account. CONFITREK will refer individual requests to the appropriate agency administrator.

9.5 Marketing Communications

If you receive promotional emails from CONFITREK, you may unsubscribe at any time using the link in the email or by contacting us directly.

10 NOTICE TO AGENCY STAFF

This section is specifically for officers, civilians, and other staff who use CONFITREK through their employer's agency subscription.

10.1 Your Agency Controls Your Account

When you access CONFITREK through your agency's subscription, your agency — not you individually — is the account holder. Your agency's administrator controls what data is entered about you, who can view it, and how long it is retained.

10.2 What CONFITREK Stores About You

CONFITREK stores your name, title, employee or badge ID, and your training compliance records as entered or managed by your agency. Your agency may also upload training certificates or UoF incident records that include your information.

10.3 Access When You Leave

If you leave your agency or your account is deactivated, your access to the platform ends. Your training records remain within your agency's account and are controlled by your agency, not by you individually.

10.4 Questions About Your Records

For questions about what information is stored about you, or to request corrections, contact your agency's CONFITREK administrator. You may also contact CONFITREK directly and we will refer your request to your agency.

11 CHANGES TO THIS POLICY

11.1 Notification of Changes

We will notify agency account administrators by email at least 30 days before any material changes to this Privacy Policy take effect. Minor clarifications may be made without advance notice.

11.2 Continued Use

Continued use of the CONFITREK platform after a policy update takes effect constitutes acceptance of the updated policy.

11.3 Policy History

The current version and effective date are displayed at the top of this policy. Prior versions are available upon request.

12 CONTACT US

For privacy questions, data requests, or concerns about how your information is handled, contact us at:

CONFITREK Incorporated

Privacy inquiries: support@confitrek.com

Phone: (612) 979-5180

Website: confitrek.com

— End of Privacy Policy —

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