

PRIVACY POLICY

REOS - Real Estate Optimization Software

Operated by REOS Software LLC

Last updated: 06/20/2026

Effective date: 06/20/2026

This Privacy Policy explains how REOS Software LLC collects, uses, discloses, and protects information in connection with the REOS platform and related services. REOS is a business-to-business software platform for real estate professionals. By accessing or using the Service, you acknowledge that you have read and understood this Privacy Policy.

1. Scope and Roles

This Privacy Policy applies to personal information that we process in connection with the REOS web application, related software, and services (the “Service”), including information about account holders, Authorized Users, prospective customers, and website visitors. It does not apply to the practices of third parties that we do not own or control, including Third-Party Services.

With respect to information that we process to operate our business and the Service generally (such as account and billing information), we act as a controller. With respect to Customer Data that you submit to and process through the Service, we generally act as a processor or service provider acting on your behalf and in accordance with our Terms of Service and any applicable data processing agreement. Capitalized terms not defined here have the meanings given in our Terms of Service.

2. Information We Collect

2.1 Information You Provide Directly

Account and profile information. When you register for or are invited to the Service, we collect your name, email address, company or organization name, and password. If you choose to sign in using a third-party identity provider such as Google, we receive your name, email address, and profile image from that provider in accordance with its settings.

Customer Data. As you use the Service, you create, upload, and store records, which may include: deal records (such as property addresses, parcel identifiers, geographic coordinates, county and city, acreage, asking and purchase prices, financial inputs, pro forma figures, deal stage, and notes); counterparty information (such as names and contact details of property owners, sellers, and other parties associated with your deals); builder and contact records, including contact details and communication history; communications, marketing records, comparable-sale records, reports, and land-disturbance-permit records; and documents and attachments that you upload. You are responsible for ensuring you have the right to provide any third-party personal information that you submit to the Service.

Payment information. When you purchase a subscription, our payment processor collects your payment details directly. We receive limited information from the payment processor, such as

your subscription status, billing contact, and a truncated payment-card identifier (for example, the last four digits). We do not collect or store full payment-card numbers.

Communications and support. When you contact us for support, respond to surveys, or otherwise communicate with us, we collect the information you choose to provide and records of those communications.

2.2 Information We Collect Automatically

Usage and activity data. We record activity within the Service in order to operate, secure, and improve it. This includes events such as when deals are created, updated, or deleted; when site analyses or layouts are generated; when reports or documents are exported; authentication events; and similar in-product actions, together with associated timestamps and the account that performed them.

Device and technical data. We and our infrastructure providers automatically collect technical information such as your internet protocol (IP) address, browser type and version, operating system, device identifiers, and similar information, and we use cookies and similar technologies to authenticate you and maintain your session, as described in Section 6.

2.3 Information From Third Parties and Public Sources

To provide parcel-intelligence and related features, the Service retrieves Source Data from public records and third-party and governmental sources, including county geographic information systems, Esri/ArcGIS services, and geocoding providers. This data concerns parcels and properties and is not collected from you; we process and display it so that you can use it within the Service. We may also receive authentication information from identity providers as described in Section 2.1.

3. How We Use Information

We use the information we collect for the following purposes:

- to provide, operate, maintain, secure, and support the Service, and to authenticate users and administer accounts;
- to process transactions, manage subscriptions, and send related billing and administrative communications;
- to generate the features and outputs of the Service at your direction, including layout generation, pro forma and underwriting calculations, market summaries, and artificial-intelligence-assisted analysis;
- to respond to your inquiries and provide customer support;
- to monitor, analyze, troubleshoot, and improve the Service, including through aggregated and de-identified analytics;
- to detect, investigate, prevent, and address fraud, abuse, security incidents, and violations of our Terms of Service or applicable law;
- to send you service-related notices and, where permitted, product updates and marketing communications, from which you may opt out; and
- to comply with legal obligations and to establish, exercise, or defend legal claims.

We do not sell your personal information, we do not share it for cross-context behavioral or targeted advertising, and we do not use your Customer Data to train third-party artificial-intelligence models.

4. Legal Bases for Processing

Where applicable law requires a legal basis for processing personal information, we rely on the following: performance of our contract with you and your account; our legitimate interests in operating, securing, and improving the Service in a manner not overridden by your interests and rights; your consent, where required (for example, for certain communications); and compliance with our legal obligations. Where we rely on consent, you may withdraw it at any time without affecting prior processing.

5. Artificial-Intelligence-Assisted Features

Certain features of the Service use a third-party large language model provider (the Anthropic API) to generate written analysis, summaries, and similar outputs. When you use these features, the inputs you choose to submit to them (such as deal or market details you elect to analyze) are transmitted to the provider in order to generate the output. We use providers that, under our agreement with them, do not use this data to train their models. Outputs generated by these features are informational only, may be inaccurate or incomplete, and are not professional advice, as further described in our Terms of Service.

6. Cookies and Similar Technologies

We use cookies and similar technologies that are necessary to operate the Service, primarily to authenticate you and maintain your session and preferences. We do not use third-party advertising cookies and we do not engage in cross-context behavioral advertising. You can control cookies through your browser settings; however, disabling certain cookies may impair the functionality of the Service. Because there is no common industry standard for responding to “Do Not Track” signals, we do not currently respond to them; where required, we honor recognized opt-out preference signals such as Global Privacy Control to the extent applicable.

7. How We Disclose Information

We disclose information only as described in this Privacy Policy. **We do not sell personal information.**

7.1 Service Providers and Subprocessors

We engage trusted third parties to provide and support the Service. Each processes information only as necessary to perform its function and under obligations of confidentiality and data protection. Our principal service providers are:

Provider	Function	Information Processed
Supabase, Inc.	Database hosting, authentication, and backend infrastructure	Account credentials, profile data, and Customer Data

Provider	Function	Information Processed
Netlify, Inc.	Application hosting and content delivery	Technical and usage data
Stripe, Inc.	Payment and subscription processing	Billing and limited payment information
Anthropic, PBC	Artificial-intelligence-assisted analysis and drafting features	Inputs you submit to those features
Esri, Inc.	Parcel and geographic data services	Parcel and location queries (public-record data)
Google LLC	Optional single sign-on (authentication)	Name, email address, and profile image

7.2 Legal Compliance and Protection

We may disclose information if we believe in good faith that disclosure is required by law, regulation, legal process, or governmental request, or is reasonably necessary to enforce our Terms of Service, to protect the rights, property, or safety of [TerraForge Investments LLC], our users, or the public, or to detect, prevent, or address fraud, security, or technical issues.

7.3 Business Transfers

If we are involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of all or a portion of our assets, information may be disclosed or transferred as part of that transaction, subject to the commitments made in this Privacy Policy or with notice as required by law.

7.4 With Your Direction or Consent

We disclose information when you direct us to do so or otherwise consent, such as when you export, share, or transmit records using the functionality of the Service.

8. Data Retention

We retain personal information and Customer Data for as long as your account is active and as needed to provide the Service, and thereafter as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. Following termination of your account, you may export your Customer Data using available export functionality during the period described in our Terms of Service, after which we may delete or de-identify Customer Data in the ordinary course. We determine retention periods based on the nature and sensitivity of the information, the purposes for which it is processed, and applicable legal requirements.

9. Data Security

We maintain commercially reasonable administrative, technical, physical, and organizational safeguards designed to protect personal information against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, and access. These measures include access controls, encryption of data in transit, and logical separation of customer data so that each customer's data is isolated from that of others. No method of transmission over the internet or method of

electronic storage is completely secure, however, and we cannot guarantee absolute security. You are responsible for maintaining the confidentiality of your account credentials and for configuring access to your account appropriately.

10. Data Breach Notification

We maintain procedures intended to detect and respond to security incidents. In the event we discover or are notified of a breach of the security of the system that results in the unauthorized acquisition of unencrypted personal information of a Georgia resident, we will provide notice to affected individuals in accordance with Georgia's data breach notification statute, **O.C.G.A. § 10-1-912**. Such notice will be made in the most expedient time possible and without unreasonable delay, consistent with the legitimate needs of law enforcement and with any measures necessary to determine the scope of the breach and to restore the reasonable integrity and security of our systems. Where a breach requires notification of more than ten thousand (10,000) Georgia residents at one time, we will also notify, without unreasonable delay, the nationwide consumer reporting agencies as required by law. Where we process personal information on your behalf as a processor, we will notify you without undue delay after becoming aware of a breach affecting your Customer Data so that you can meet your own notification obligations.

11. Your Privacy Rights and Choices

11.1 Choices Available to All Users

Regardless of where you reside, you may: access and update your account and profile information through your account settings; correct or delete Customer Data using in-product functionality; export your data using available export features; close your account by contacting us; and opt out of non-essential marketing emails using the unsubscribe link in those messages (we may continue to send you service-related communications). To make a privacy request, contact us at [Privacy Email]. We will respond within a reasonable time and within any period required by applicable law, and we may need to verify your identity before fulfilling your request.

11.2 Georgia Residents

Georgia's comprehensive privacy law, the Georgia Consumer Privacy Protection Act, takes effect July 1, 2026. It grants qualifying consumers the rights to confirm whether their personal data is being processed and to access it, to correct inaccuracies, to delete personal data, to obtain a portable copy of their personal data, and to opt out of the sale of personal data and of processing for targeted advertising and certain profiling. That law applies only to businesses that meet specified annual-revenue and data-processing thresholds, and, like other laws of its kind, it excludes personal data processed in a commercial (business-to-business) or employment context from the definition of a "consumer." To the extent the law applies to our processing of your personal data, we will honor these rights and provide an opportunity to appeal a declined request. In all cases, we make the access, correction, deletion, and export choices described in Section 11.1 available to our users.

11.3 Other United States State Residents

Residents of certain other states (such as California, Colorado, Connecticut, Virginia, and others with comprehensive privacy laws) may have rights similar to those described above, including rights to access, correct, delete, and obtain a copy of their personal information, to opt out of the

sale or sharing of personal information and targeted advertising, and not to be discriminated against for exercising their rights. To the extent any such law applies to our processing of your personal information, we will honor the applicable rights. You may submit a request as described in Section 11.1, and where required we will provide a mechanism to appeal our decision.

11.4 Authorized Agents

Where permitted by applicable law, you may use an authorized agent to submit a privacy request on your behalf. We may require the agent to provide proof of authorization and may require you to verify your identity directly with us.

12. Children's Privacy

The Service is intended for business use by individuals who are at least eighteen (18) years of age. We do not knowingly collect personal information from children under 18. If you believe that a child has provided us with personal information, please contact us at [Privacy Email] and we will take appropriate steps to delete it.

13. International Users and Data Location

The Service is operated in the United States and is intended for users located in the United States. If you access the Service from outside the United States, you understand and agree that your information will be transferred to, stored, and processed in the United States, where data protection laws may differ from those of your jurisdiction.

14. Third-Party Links and Services

The Service may contain links to, or interoperate with, third-party websites and services that we do not control. This Privacy Policy does not apply to those third parties, and we are not responsible for their privacy practices. We encourage you to review the privacy policies of any third-party services you use.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will provide notice through the Service or by email and will update the “Last updated” date above. Your continued use of the Service after the effective date of any change constitutes your acceptance of the updated Privacy Policy.

16. Contact Us

If you have questions about this Privacy Policy or wish to exercise your privacy rights, please contact us at:

REOS Software LLC
1210 Jardin Court, Alpharetta, Georgia 30022
Email: realestateoptimizationsoftware@gmail.com