

Privacy Policy

A service of Inspection-Ready Institute, Inc.

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This Privacy Policy explains how PermitScout.com collects, uses, stores, discloses, and protects information when you access or use the Services. Please read it carefully — by using the Services, you consent to the practices described below.

1. Introduction

PermitScout.com ("PermitScout," "Company," "we," "our," or "us") is a service operated by Inspection-Ready Institute, Inc.

This Privacy Policy explains how we collect, use, store, disclose, and protect information when you access or use:

- PermitScout.com
- Associated websites
- Mobile applications
- APIs
- SMS services
- Email communications
- Software applications
- Reporting systems
- Artificial intelligence tools
- Related services (collectively, the "Services")

By using the Services, you consent to the practices described in this Privacy Policy.

If you do not agree with this Privacy Policy, you should discontinue use of the Services.

2. Information We Collect

Information You Provide

We may collect information you voluntarily provide, including:

- First and last name
- Company name
- Business information
- Email address
- Telephone number
- Mailing address
- Billing information
- Account credentials
- Profile information
- Support requests
- Survey responses
- Uploaded files
- User-generated content
- Communications with us

Information Collected Automatically

When you access the Services, we may automatically collect:

- IP address
- Device identifiers
- Browser information
- Operating system information
- Session information
- Usage statistics
- Referring URLs
- Clickstream data
- Geolocation information
- Access timestamps
- Log files

Cookies and Tracking Technologies

We may use:

- Cookies
- Session cookies
- Persistent cookies
- Web beacons
- Pixels
- Tags
- Local storage technologies
- Analytics technologies

These technologies help us:

- Operate the platform
- Improve user experience
- Measure performance
- Authenticate users
- Personalize content
- Analyze usage patterns

Information Obtained from Third Parties

PermitScout may obtain information from:

- Government agencies
- Municipal permit systems
- County records
- State records
- Public records databases
- Property databases
- Commercial data providers
- Contact enrichment providers
- Marketing partners
- Analytics providers
- Social media platforms
- CRM integrations

Information obtained from third parties may be combined with information already maintained by PermitScout.

3. How We Use Information

We may use collected information to:

- Operate the Services
- Provide permit intelligence
- Deliver lead intelligence
- Generate AI-powered recommendations
- Create reports
- Improve platform performance
- Authenticate users
- Process payments
- Respond to support requests
- Send alerts and notifications
- Prevent fraud
- Detect abuse
- Maintain security
- Conduct research and analytics
- Develop new features
- Comply with legal obligations
- Enforce agreements

4. Artificial Intelligence and Automated Processing

PermitScout may utilize:

- Artificial intelligence
- Machine learning
- Predictive analytics
- Automated decision-support systems
- Large language models
- Data enrichment technologies

These systems may process information to:

- Score opportunities
- Rank permits
- Estimate project value
- Classify projects
- Recommend leads
- Generate summaries
- Produce business insights

AI-generated outputs may not always be accurate, complete, or current.

Users should independently verify information before relying upon it.

PermitScout does not guarantee the accuracy of AI-generated results.

5. Public Records Information

PermitScout aggregates and analyzes information from publicly available sources.

Such information may include:

- Permit records
- Property records
- Ownership information

- Contractor information
- Government records
- Project information

PermitScout does not control the creation, maintenance, or accuracy of public records maintained by third parties.

We do not guarantee that public record information is complete, current, or error-free.

6. Contact Enrichment Data

PermitScout may supplement records using information obtained from third-party providers.

This may include:

- Email addresses
- Telephone numbers
- Business details
- Professional information
- Company data

PermitScout does not guarantee:

- Accuracy
- Deliverability
- Ownership
- Current status

Users are responsible for complying with all applicable laws governing communications and marketing activities.

7. How We Share Information

PermitScout may disclose information:

Service Providers

To vendors assisting with:

- Hosting
- Infrastructure
- Analytics
- Security
- Communications
- Customer support
- Payment processing

Business Transfers

In connection with:

- Mergers
- Acquisitions
- Asset sales
- Financing transactions
- Corporate restructuring

Legal Requirements

To:

- Government agencies
- Regulatory authorities

- Law enforcement
- Courts
- Other parties where required by law

Protection of Rights

To protect:

- Company interests
- User safety
- Legal rights
- Property
- Security

8. Payment Information

PermitScout utilizes third-party payment processors.

Payment information may be collected and processed directly by those providers.

PermitScout does not store full payment card information on its servers.

Payment processors maintain their own privacy and security practices.

9. Emails, SMS, and Communications

PermitScout may send:

- Account notifications
- Security alerts
- Permit alerts
- Lead notifications
- Service announcements
- Marketing communications

Users may opt out of marketing communications where legally required.

Certain transactional communications may continue even after marketing opt-out.

Message and data rates may apply.

Carrier participation is not guaranteed.

10. Data Retention

PermitScout retains information for as long as reasonably necessary to:

- Provide Services
- Fulfill contractual obligations
- Resolve disputes
- Maintain records
- Enforce agreements
- Comply with legal obligations

Retention periods may vary based on:

- User activity
- Subscription status
- Legal requirements
- Business needs

We reserve the right to retain aggregated, anonymized, or de-identified information indefinitely.

11. Data Security

PermitScout employs commercially reasonable administrative, technical, and physical safeguards designed to protect information.

Security measures may include:

- Encryption
- Access controls
- Authentication systems
- Monitoring tools
- Backup procedures
- Security audits

Despite these measures, no method of storage or transmission is completely secure.

PermitScout cannot guarantee absolute security.

12. User Rights and Choices

Depending on applicable law, users may have rights regarding their personal information, including:

- Access
- Correction
- Deletion
- Restriction of processing
- Objection to processing
- Data portability

Requests may be submitted through the contact information provided below.

PermitScout reserves the right to verify identity before fulfilling requests.

13. State Privacy Rights

Residents of certain states may have additional privacy rights under applicable laws.

These rights may include:

- Access rights
- Correction rights
- Deletion rights
- Appeal rights
- Opt-out rights

PermitScout will comply with applicable privacy laws as required.

14. Children's Privacy

The Services are not directed to individuals under eighteen (18) years of age.

PermitScout does not knowingly collect personal information from children.

If we become aware of such collection, we will take reasonable steps to delete the information.

15. International Users

PermitScout operates from the United States.

Information may be processed, stored, and transferred within the United States and other jurisdictions where service providers operate.

Users consent to such transfers by using the Services.

16. Third-Party Websites

The Services may contain links to third-party websites and services.

PermitScout is not responsible for the following aspects of third-party websites or services:

- Privacy practices
- Content
- Security
- Policies

Users should review third-party privacy policies independently.

17. Aggregated and De-Identified Information

PermitScout may create and use aggregated, anonymized, or de-identified information for:

- Analytics
- Research
- Benchmarking
- Product development
- Industry reporting
- Marketing purposes

Such information does not identify individual users.

PermitScout may retain and use this information indefinitely.

18. Changes to This Privacy Policy

PermitScout may update this Privacy Policy from time to time.

Changes become effective upon posting.

Continued use of the Services after updates constitutes acceptance of the revised Privacy Policy.

19. Contact Information

Inspection-Ready Institute, Inc. d/b/a PermitScout.com

Privacy Inquiries: privacy@permitscout.com

Legal Inquiries: legal@permitscout.com

Website: <https://permitscout.com>

BY ACCESSING OR USING THE SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS PRIVACY POLICY AND CONSENT TO THE COLLECTION, USE, DISCLOSURE, AND PROCESSING OF INFORMATION AS DESCRIBED HEREIN.

