DIGGSLY

Privacy Policy

Diggsly, LLC · Effective November 22, 2026

The short version

- Diggsly is software that companies use to run their work. If you use Diggsly through your employer, **your employer decides what goes in and who can see it**, and we handle it for them.
- The Diggsly app uses your **location only around the time clock**, and only when your company asks for it. It uses the **camera, photos and microphone only when you add a photo or video** to a form or job.
- We **don't sell** personal information, don't use it for advertising, and the platform and app don't track you across other companies' apps or websites.
- Questions or requests: support@diggsly.com.

1. Who we are and what this covers

Diggsly, LLC ("Diggsly," "we," "us") makes software for construction and field service companies. This policy explains how we collect, use, share and protect information in:

- the Diggsly platform at diggsly.com and our customers' own Diggsly addresses (for example, yourcompany.diggsly.com);
- the **Diggsly app** for iPhone;
- forms and links we host for our customers, such as a job-site sign with a QR code, including when they appear on a customer's own domain;
- our marketing website, diggsly.com.

Together these are the "Service." Our customers are businesses. When a customer adds its employees or others to Diggsly, **the customer controls those accounts and the information in them**, and we process that information on the customer's behalf and under our agreement with them. If you use Diggsly through your employer, they are usually the best first contact for questions about your information. We'll help them, and you can always reach us too.

2. Information we collect

Account and contact information

Names, usernames, email addresses, phone numbers, job roles and permissions, provided by our customers and their users. If you save a signature to sign forms and documents, we keep it with your account.

Work information

What customers and their users put into the Service, such as projects, jobs, schedules, service visits, customer and site details, time entries, equipment, forms, checklists, notes, files and billing amounts.

Time clock and location

- When you clock in or out, and **only if your company requires it**, we record your location at that moment.
- If your company turns on periodic location for its time clock, we also record your location at intervals **while you're clocked in and the app or website is open**.
- We don't collect your location when you aren't clocked in. Your company's office can see the locations recorded with its time entries.

Photos, video and audio

Only the photos and videos you take or choose for a form, checklist or job, including the sound in a video. The app opens the camera, your photo library or the microphone only when you ask it to.

The Diggsly app and your phone

- Your phone's model and the app's version.
- A random key, created when you set the app up with your company's invite, that ties your phone to your account, and when the phone last used it. Your company can remove a phone at any time.
- A push notification token, so we can send you notices such as schedule changes and time clock reminders. We count unread notices to show the number on the app's icon.
- The app keeps your company and your sign-in on the phone, so you stay signed in.

Texts and emails

Messages we send for your company (invites, schedules, reminders and similar notices) and records of whether they were sent.

Public forms and links

When someone outside a customer's company fills in a form the customer shares (for example, from a QR code on a job site), we collect what they enter, such as their name, contact details and answers, and any code used to verify their email address or phone number.

QuickBooks Online data

When a customer connects QuickBooks, we access and exchange data such as customers, items and services, and invoices to synchronize what the customer chooses to send to QuickBooks. We store OAuth access and refresh tokens to keep the connection the customer authorized. See section 4.

Technical information

Logs and diagnostics that come with using any online service, such as IP addresses, browser and device type, the requests made and when, and error details. We use them to run and secure the Service.

Visits to diggsly.com

Our marketing website uses Google Analytics, which sets cookies, to understand how many people visit and which pages they read. The Diggsly platform and app don't use advertising or analytics trackers.

3. How we use information

- To provide the Service: scheduling, time tracking, forms, dispatch, billing and the other features our customers use.
- To send the texts, emails and push notifications that a customer's use of the Service calls for, such as an invite, a published schedule or a reminder to clock out.
- To run the integrations a customer turns on, such as QuickBooks or the customer's own accounting or ERP system.
- To keep the Service secure, prevent fraud and abuse, and provide support.
- To maintain and improve the Service.

- To comply with legal obligations.

We don't sell personal information, don't use it for advertising, and don't use it to track people across other companies' apps or websites.

4. QuickBooks / Intuit data

- We access QuickBooks Online data only to provide the integration features a customer enables.
- We do **not** sell QuickBooks data and do not use it for advertising.
- OAuth tokens are stored encrypted at rest, and access is limited to the connected company.
- Customers may disconnect QuickBooks at any time. When they do, we stop accessing that QuickBooks company and remove the stored connection tokens.

5. How we share information

We don't sell personal information. We share it only as follows:

- **With the customer you work with.** Your employer, and the people they authorize, can see the information in their Diggsly account, such as your schedule, time entries and the locations recorded with them, and the forms you submit.
- **Service providers** that handle information for us under confidentiality and security obligations:
  - Amazon Web Services: hosting and file storage.
  - Apple: delivering push notifications to iPhones.
  - Twilio: text messages.
  - Email delivery providers, including the customer's own email service when it sends from its own address.
  - Google: maps and address lookup, and analytics on diggsly.com.
  - Intuit: the QuickBooks Online API.
- **Integrations a customer chooses**, such as QuickBooks or its accounting, ERP or payroll system, when the customer turns them on.
- **Legal and safety**: to comply with law, enforce our agreements, or protect the rights, property and safety of Diggsly, our customers or others.

- **Business transfers**: in connection with a merger, acquisition or sale of assets, subject to this policy.

6. Your phone's permissions and other choices

- Your iPhone asks before the Diggsly app can use your location, camera, photos, microphone or notifications. You can change any of these at any time in **Settings → Diggsly**. If your company requires location for the time clock and it's turned off, you may not be able to clock in from the app.
- Deleting the app removes what it stored on your phone. It doesn't delete the records your company keeps in Diggsly.
- On diggsly.com, you can block or delete cookies in your browser, or use Google's Analytics opt-out add-on.

7. Data security

We use administrative, technical and physical safeguards designed to protect information, including encryption of data in transit (TLS) and encryption of sensitive credentials, such as QuickBooks tokens, at rest. Each phone is set up with a one-time invite from the user's company, and the company can remove a phone at any time. No method of transmission or storage is completely secure, and we can't guarantee absolute security.

8. Data retention and deletion

We keep information for as long as a customer's account is active and as needed to provide the Service, comply with our legal obligations, resolve disputes and enforce our agreements. Customers decide how long to keep their work records, such as time entries, which employment and payroll laws often require them to keep. QuickBooks connection tokens are removed when QuickBooks is disconnected.

To delete your account: accounts are created and managed by your company, so ask your company's Diggsly administrator, or email us at support@diggsly.com and we'll work with your company on the request. Customers may request deletion of their data by contacting us.

9. Your rights

You may ask to access, correct or delete your information. Depending on where you live, you may have additional rights. When we hold information on a customer's behalf, we'll pass your request to that customer or help them respond to it. To make a request, contact us at support@diggsly.com.

10. Where information is processed

The Service is operated in the United States, and information is processed and stored there.

11. Children's privacy

The Service is for business use and isn't directed to children. We don't knowingly collect personal information from children.

12. Changes to this policy

We may update this policy from time to time. We'll post the updated version here with a new effective date and, where appropriate, give additional notice.

13. Contact us

Diggsly, LLC
Email: support@diggsly.com
Web: https://diggsly.com