



TWO BLADES ENTERPRISE LLC

PRIVACY POLICY

Doing Business As: Two Blades Care & Property Services

Effective Date: September 14, 2026

Last Updated: September 14, 2026

1. INTRODUCTION

Two Blades Enterprise LLC ("Two Blades," "Company," "we," "us," or "our") respects your privacy and is committed to protecting the personal information entrusted to us.

This Privacy Policy explains how we collect, use, disclose, store, protect, and otherwise process information obtained through:

- Our website;
- Online forms;
- Service-request forms;
- Customer portals;
- Membership enrollment;
- Property-service requests;
- Rental inquiries;
- Rental applications;
- Email;
- Telephone;
- Text messaging;
- In-person interactions;
- Care-service enrollment;
- Electronic payment systems;
- Property-management activities;
- Other interactions with Two Blades.



This Privacy Policy applies to information collected by Two Blades unless a more specific privacy notice or agreement applies.

2. IMPORTANT HEALTHCARE NOTICE

Two Blades may provide both **non-clinical services and healthcare-related services**.

Information collected in connection with healthcare services may be subject to additional federal and state privacy requirements, including the **Health Insurance Portability and Accountability Act (HIPAA)** when applicable.

HIPAA-protected health information will not be handled under this general website Privacy Policy alone.

Where HIPAA applies, Two Blades will provide the applicable **Notice of Privacy Practices** and other required healthcare privacy documentation.

The South Dakota Department of Health describes protected health information as individually identifiable health information, including demographic information and information concerning an individual's physical or mental health and healthcare services.

Do not submit detailed medical information through an ordinary website contact form unless Two Blades specifically instructs you to do so through an approved secure system.

3. INFORMATION WE COLLECT

Depending upon how you interact with Two Blades, we may collect the following categories of information.

A. Contact Information

This may include:

- First and last name;
- Mailing address;
- Property address;
- Email address;
- Telephone number;



- Preferred communication method.

B. Service Information

When you request services, we may collect:

- Type of service requested;
- Service location;
- Property information;
- Appointment preferences;
- Service frequency;
- Description of requested work;
- Access instructions;
- Special service instructions;
- Photos or videos;
- Estimates;
- Work orders;
- Invoices;
- Service history.

C. Property Information

For property services, we may collect:

- Property address;
- Property type;
- Building information;
- Property condition;
- Access information;



- Lockbox information;
- Maintenance history;
- Inspection reports;
- Photographs;
- Videos;
- Utility information;
- Owner or authorized representative information;
- Tenant-related information where necessary;
- Emergency contact information.

4. RENTAL AND PROPERTY-MANAGEMENT INFORMATION

If you apply for a rental property or engage Two Blades for property-management services, we may collect information reasonably necessary to administer the rental or management relationship.

This may include:

- Applicant name;
- Contact information;
- Current and prior addresses;
- Rental history;
- Employment information;
- Income information;
- References;
- Identity-verification information;
- Information needed for lawful screening;
- Lease information;
- Payment information;



- Maintenance requests;
- Tenant communications.

Information collected for rental applications will be used only for legitimate rental, screening, property-management, legal, accounting, and related purposes.

5. HEALTHCARE INFORMATION

If you become a care or clinical client, we may collect information necessary to provide and document healthcare services.

Depending upon the service, this could include:

- Demographic information;
- Emergency-contact information;
- Health history;
- Current health information;
- Medication information;
- Allergies;
- Vital signs;
- Assessments;
- Care plans;
- Orders;
- Clinical notes;
- Laboratory information;
- Referral information;
- Insurance information;
- Billing information;
- Information received from other healthcare providers.



Healthcare information will be handled according to applicable healthcare privacy laws, professional requirements, contractual obligations, and Two Blades' healthcare privacy policies.

6. DO NOT SEND MEDICAL INFORMATION THROUGH ORDINARY WEBSITE FORMS

The website may contain general contact and service-request forms.

These forms should **not** be used to transmit:

- Medical records;
- Medication lists;
- Diagnoses;
- Laboratory results;
- Treatment information;
- Insurance identification numbers;
- Social Security numbers;
- Detailed medical histories;
- Other sensitive healthcare information.

If healthcare information is needed, Two Blades will provide an appropriate secure method for submitting it.

7. PAYMENT INFORMATION

When you pay for services, we or our payment processors may collect information necessary to process the transaction.

Depending upon the payment method, this may include:

- Cardholder name;
- Billing address;
- Payment card information;
- Bank-account information;



- Transaction information;
- Payment history.

Two Blades may use third-party payment processors.

Where payment processing is handled by a third-party provider, that provider's privacy policy and security practices may also apply.

Two Blades does not intentionally retain complete payment-card information when it can reasonably rely upon a third-party payment processor to securely process and tokenize the information.

8. AUTOMATICALLY COLLECTED INFORMATION

When you visit our website, certain information may be automatically collected.

This may include:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Approximate geographic information;
- Pages visited;
- Time spent on pages;
- Referring website;
- Website interaction information;
- Date and time of access.

This information may be used to:

- Maintain the website;
- Improve website performance;
- Analyze website traffic;



- Detect security threats;
 - Prevent fraud;
 - Understand customer interests;
 - Improve marketing.
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9. COOKIES

Our website may use cookies and similar technologies.

Cookies may be used for:

- Website functionality;
- Analytics;
- Security;
- Remembering preferences;
- Marketing;
- Advertising;
- Performance monitoring.

You may be able to control cookies through your browser or device settings.

Disabling certain cookies may affect website functionality.

10. WIX AND THIRD-PARTY TECHNOLOGY

Two Blades may use third-party technology providers to operate portions of the website and customer experience.

These providers may include services used for:

- Website hosting;
- Website analytics;
- Forms;
- Scheduling;



- Customer relationship management;
- Payments;
- Email;
- Text messaging;
- Customer portals;
- Online document signing;
- Security;
- Marketing.

These providers may process information on behalf of Two Blades or independently according to their own terms and privacy policies.

Two Blades will make reasonable efforts to select reputable providers appropriate for the information being processed.

11. METHOD CRM

Two Blades may use **Method** or another customer-management platform for business operations.

Information entered into a CRM may include:

- Customer information;
- Service history;
- Estimates;
- Work orders;
- Scheduling information;
- Property information;
- Invoices;
- Communications;
- Non-clinical customer notes.



Protected health information should not be entered into a general CRM unless the system and applicable agreement have been specifically approved for that purpose.

Clinical information should remain within the Company's designated healthcare/EHR environment when applicable.

12. ELECTRONIC HEALTH RECORD SYSTEMS

For clinical services, Two Blades may use a dedicated electronic health record ("EHR") or healthcare-management platform.

Clinical information will be maintained in systems selected for the Company's healthcare operations.

Where HIPAA applies, Two Blades will maintain appropriate safeguards and required agreements with applicable vendors.

South Dakota's Department of Health emphasizes controlled access to patient information and secure exchange of health information through South Dakota Health Link.

13. QUICKBOOKS AND ACCOUNTING SYSTEMS

Two Blades may use accounting software such as QuickBooks Online to manage:

- Customer accounts;
- Invoices;
- Payments;
- Expenses;
- Vendor information;
- Tax records;
- Business records.

We will limit information placed into accounting systems to information reasonably necessary for business, accounting, tax, payment, and legal purposes.

14. HOW WE USE INFORMATION



We may use personal information to:

Provide services

Including:

- Scheduling;
- Performing services;
- Communicating with customers;
- Preparing estimates;
- Managing work orders;
- Providing care;
- Managing properties;
- Responding to service requests.

Process payments

Including:

- Billing;
- Payment processing;
- Refunds;
- Account reconciliation.

Operate the business

Including:

- Accounting;
- Customer support;
- Scheduling;
- Employee administration;
- Vendor coordination;
- Quality control;



- Business planning.

Improve services

Including:

- Analyzing service requests;
- Understanding customer needs;
- Improving website functionality;
- Evaluating customer feedback.

Protect the Company

Including:

- Fraud prevention;
- Cybersecurity;
- Dispute resolution;
- Legal compliance;
- Risk management.

15. HEALTHCARE USES AND DISCLOSURES

When HIPAA applies, protected health information will be used and disclosed according to applicable HIPAA requirements and the Company's applicable Notice of Privacy Practices.

Permitted uses may include activities involving:

- Treatment;
- Payment;
- Healthcare operations;
- Care coordination;
- Referrals;
- Required reporting;
- Legal obligations.



The South Dakota Department of Health's HIPAA notice describes treatment, payment, healthcare operations, and legally required disclosures among permitted categories.

16. WHEN WE SHARE INFORMATION

We may share information with appropriate third parties when reasonably necessary to operate the business.

These may include:

- Employees;
- Nurses;
- Healthcare providers;
- Contractors;
- Subcontractors;
- Vendors;
- Payment processors;
- Accounting providers;
- Software providers;
- EHR providers;
- CRM providers;
- Property-management vendors;
- Insurance companies;
- Attorneys;
- Government agencies;
- Law enforcement when legally required;
- Professional advisors.

We will attempt to limit disclosures to information reasonably necessary for the applicable purpose.



17. HEALTHCARE BUSINESS ASSOCIATES

When HIPAA applies, Two Blades may share protected health information with vendors and service providers acting as business associates when appropriate.

Where required, Two Blades will maintain appropriate Business Associate Agreements.

18. LEGAL DISCLOSURES

Two Blades may disclose information when required or permitted by law.

Examples include:

- Court orders;
 - Subpoenas;
 - Government investigations;
 - Law-enforcement requests;
 - Regulatory requirements;
 - Fraud investigations;
 - Public-health requirements;
 - Safety requirements;
 - Other legally authorized disclosures.
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19. EMERGENCIES

Information may be disclosed when reasonably necessary to protect someone's health or safety or to respond to an emergency, subject to applicable law.

For clinical information, emergency disclosures will be handled in accordance with applicable healthcare privacy requirements.

20. SOUTH DAKOTA DATA-BREACH NOTIFICATION



Two Blades maintains procedures designed to detect, investigate, contain, and respond to information-security incidents.

South Dakota's breach-notification law defines a qualifying "breach of system security" as unauthorized acquisition of certain unencrypted computerized data, or encrypted data together with the encryption key, that materially compromises security, confidentiality, or integrity.

If a qualifying breach occurs, Two Blades will provide legally required notifications to affected South Dakota residents.

South Dakota law generally requires notification no later than **60 days after discovery or notification of a qualifying breach**, subject to statutory exceptions, including certain law-enforcement delays and situations in which investigation reasonably determines that the breach is unlikely to result in harm.

If a qualifying breach affects more than 250 South Dakota residents, the statute also requires notice to the South Dakota Attorney General.

If federal law governs the incident, including applicable HIPAA breach requirements, Two Blades will follow the applicable federal requirements where they control.

21. INFORMATION SECURITY

Two Blades uses reasonable administrative, technical, and physical safeguards appropriate to the nature of information handled by the Company.

Safeguards may include:

- Password protection;
- Multi-factor authentication;
- Access controls;
- Role-based access;
- Encryption where appropriate;
- Secure cloud systems;
- Employee confidentiality requirements;
- Security training;



- Device security;
- Vendor controls;
- Backup procedures;
- Incident-response procedures.

No electronic system can be guaranteed to be completely secure.

22. EMPLOYEE ACCESS

Employees will be provided access to customer information only to the extent reasonably necessary to perform their responsibilities.

Healthcare employees with access to protected health information will be subject to applicable confidentiality, security, and healthcare privacy requirements.

Access to sensitive information may be restricted based on job responsibilities.

23. CONFIDENTIALITY

Two Blades expects employees, contractors, and other authorized personnel to protect confidential customer information.

Confidential information may include:

- Customer contact information;
 - Property information;
 - Financial information;
 - Healthcare information;
 - Rental information;
 - Access information;
 - Security information;
 - Business information.
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24. PROPERTY ACCESS INFORMATION

Information such as:

- Door codes;
- Lockbox codes;
- Keys;
- Alarm information;
- Gate codes;
- Security information,

will be treated as sensitive information.

Two Blades will use such information only as reasonably necessary to perform authorized services.

Customers should not provide unnecessary passwords or security credentials.

25. PHOTOGRAPHS AND VIDEO

Two Blades may photograph or record property conditions when reasonably necessary to:

- Document existing conditions;
- Prepare estimates;
- Document completed work;
- Identify maintenance issues;
- Document inspections;
- Support insurance or service claims;
- Maintain service records.

Photographs may be stored with the applicable customer or property record.

Two Blades will not intentionally publish identifiable private-property images for marketing without appropriate authorization when required.



26. MARKETING COMMUNICATIONS

With appropriate consent where required, Two Blades may use contact information to send:

- Company announcements;
- Service information;
- Promotions;
- Membership information;
- Newsletters;
- Educational information;
- Appointment-related communications.

You may opt out of promotional communications.

Opting out of marketing communications will not necessarily stop operational communications related to services you have requested.

27. TEXT MESSAGES

If you voluntarily opt in to text messaging, Two Blades may send:

- Appointment reminders;
- Service updates;
- Estimate notifications;
- Billing notifications;
- Customer-service communications;
- Promotional messages where appropriately authorized.

You may opt out of promotional text messages by following the instructions contained in the message.

Message and data rates may apply.



28. RENTAL APPLICATION INFORMATION

Rental applicants understand that information submitted through a rental application may be used to:

- Verify identity;
- Evaluate rental eligibility;
- Verify employment or income;
- Contact references;
- Perform lawful tenant screening;
- Prepare rental agreements;
- Communicate application decisions.

Information may be shared with screening providers or other vendors reasonably necessary to process an application.

Two Blades will not knowingly use applicant information for an unlawful discriminatory purpose.

29. PROPERTY OWNER INFORMATION

Property owners who engage Two Blades may provide information concerning:

- Property ownership;
- Banking/payment information;
- Property insurance;
- Mortgage information;
- Tenant information;
- Maintenance history;
- Lease information;
- Rental income;
- Vendor information.



Such information will be used for the legitimate purposes described in the applicable property-management agreement.

30. CHILDREN'S INFORMATION

The website is not intended to knowingly collect unnecessary personal information from children.

Parents or legal guardians should contact Two Blades if they believe a child has submitted personal information unnecessarily.

If Two Blades learns that it has collected personal information from a child in circumstances where parental consent is legally required, the Company will take appropriate steps consistent with applicable law.

31. RETENTION OF INFORMATION

Two Blades retains information for as long as reasonably necessary for:

- Providing services;
- Maintaining customer records;
- Accounting;
- Tax purposes;
- Legal compliance;
- Healthcare documentation;
- Property-management obligations;
- Insurance;
- Dispute resolution;
- Fraud prevention;
- Business records.

Different types of records may be retained for different periods.

Healthcare records may be subject to separate retention requirements.



32. DELETION OF INFORMATION

Customers may request deletion of certain personal information.

However, Two Blades may be required to retain information because of:

- Legal requirements;
- Tax requirements;
- Accounting requirements;
- Healthcare-record requirements;
- Insurance requirements;
- Contractual obligations;
- Litigation;
- Fraud prevention;
- Regulatory requirements.

Accordingly, a deletion request does not guarantee that all information will be immediately deleted.

33. ACCESS TO PERSONAL INFORMATION

You may contact Two Blades to request information concerning personal information we maintain about you, subject to applicable law and appropriate identity verification.

Certain healthcare information requests may be governed by HIPAA or other applicable healthcare rules and must be handled through the appropriate clinical process.

34. CORRECTION OF INFORMATION

If you believe information maintained by Two Blades is inaccurate, you may request correction.

Requests should include enough information for us to identify the relevant record.



Certain records, including clinical records and legally required business records, may be subject to additional procedures.

35. IDENTITY VERIFICATION

For certain privacy requests, Two Blades may require reasonable identity verification before providing, correcting, or deleting information.

This is intended to prevent unauthorized individuals from obtaining another person's information.

36. NO SALE OF PERSONAL INFORMATION

Two Blades does **not intend to sell customer personal information as a standalone commercial product.**

We may, however, use third-party service providers that process information on our behalf for legitimate business purposes.

Where applicable law treats a particular disclosure or processing activity as a "sale," "sharing," or other regulated transfer, Two Blades will comply with applicable requirements.

37. THIRD-PARTY SERVICE PROVIDERS

Third-party providers may process information on behalf of Two Blades.

Examples may include:

- Wix;
- CRM providers;
- EHR providers;
- Payment processors;
- QuickBooks/accounting providers;
- Scheduling platforms;
- Email providers;



- Text-message providers;
- Cloud-storage providers;
- Analytics providers;
- Tenant-screening providers;
- Property-management software.

Each provider may have its own privacy and security policies.

38. THIRD-PARTY LINKS

Our website may contain links to external websites.

Two Blades is not responsible for the privacy practices or content of third-party websites.

Customers should review the privacy policy of any third-party website they visit.

39. SOCIAL MEDIA

Two Blades may maintain social-media accounts.

Information submitted publicly through social-media platforms may be visible to other users.

Two Blades does not control the privacy practices of social-media companies.

Please do not post confidential healthcare information, account credentials, property security codes, or other sensitive information publicly.

40. BUSINESS TRANSFERS

If Two Blades undergoes:

- Sale;
- Merger;
- Acquisition;
- Reorganization;



- Financing;
- Asset transfer;
- Business restructuring,

customer information may be transferred as part of the transaction, subject to applicable law and contractual obligations.

41. EMPLOYEE AND CONTRACTOR INFORMATION

This Privacy Policy primarily addresses customer, website visitor, applicant, tenant, property-owner, and service-user information.

Employees and contractors may be subject to separate privacy and employment policies.

42. SECURITY INCIDENT RESPONSE

If Two Blades becomes aware of a suspected security incident, we may:

1. Investigate the incident;
 2. Secure affected systems;
 3. Limit unauthorized access;
 4. Preserve relevant evidence;
 5. Determine what information was involved;
 6. Determine whether notification is legally required;
 7. Notify affected individuals where required;
 8. Notify regulators or law enforcement where required;
 9. Take corrective measures.
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43. HIPAA NOTICE

If Two Blades becomes a HIPAA-covered entity or business associate, the Company will maintain a separate **Notice of Privacy Practices** where required.



That notice will explain:

- How protected health information may be used;
- How protected health information may be disclosed;
- Patient rights;
- Access rights;
- Amendment rights;
- Restrictions;
- Complaints;
- Contact information.

The South Dakota Department of Health's own HIPAA notice follows this separate-notice approach.

44. HEALTHCARE COMPLAINTS

Healthcare privacy concerns may be directed to Two Blades using the contact information below.

Where applicable, individuals may also have rights to file complaints with the U.S. Department of Health and Human Services Office for Civil Rights or appropriate South Dakota regulatory authorities.

South Dakota's Department of Health maintains a regulatory-compliance process for healthcare concerns and identifies a Home Health/Hospice hotline for applicable matters.

45. SOUTH DAKOTA CONSUMER PROTECTION

Two Blades will seek to handle personal information and privacy practices honestly and transparently.

South Dakota's Attorney General's Division of Consumer Protection has authority to investigate deceptive or misleading business and trade practices.

Nothing in this Privacy Policy is intended to waive rights provided to consumers under applicable South Dakota law.



46. CHANGES TO THIS PRIVACY POLICY

Two Blades may update this Privacy Policy periodically.

When we make changes, we will update:

Last Updated: [Date]

Material changes may be communicated through the website or other reasonable means where appropriate.

47. CONTACT US

Questions, requests, or concerns regarding this Privacy Policy may be directed to:

Two Blades Enterprise LLC

Two Blades Care & Property Services

South Dakota

Website: [Insert Website]

Email: [Insert Privacy Email]

Phone: [Insert Business Phone]

Mailing Address: [Insert Business Address]

Privacy Contact: [Insert Name/Title]

48. PRIVACY REQUESTS

When contacting Two Blades regarding a privacy request, please provide:

- Your name;
- Contact information;
- Nature of your request;
- Relevant account/service information;
- Any additional information necessary to identify the applicable record.



Please do **not** include unnecessary medical information, Social Security numbers, passwords, payment-card numbers, or other highly sensitive information in an ordinary email.

49. EFFECTIVE DATE

Effective Date: September 14, 2026

Last Updated: September 14, 2026