

PRIVACY POLICY

TMS POS Bridge

Effective Date: July 21, 2026 Last Revised: July 21, 2026

Trust Merchant Services LLC ("TMS," "we," "us," or "our") provides the TMS POS Bridge application (the "App"), which is made available to merchants ("Merchant," "you," or "your") and connects to the TMS external point-of-sale bridge application (the "External App"). This Privacy Policy explains what information we collect through the App and the External App, how we use it, who we share it with, and the choices you have. This Privacy Policy is incorporated by reference into the TMS POS Bridge End User License Agreement.

If you do not agree with this Privacy Policy, do not install, access, or use the App.

1. Information We Collect

The App may access information associated with your merchant account and business operations in order to function. The categories of information the App may access include:

- Merchant information, such as your merchant identifier, business name, and account status;
- Transaction information, such as transaction identifiers, transaction amounts, timestamps, and related metadata;
- Basic employee information, such as employee names, roles, and identifiers associated with transactions performed by your employees on credit card processing devices; and
- Technical information necessary for the App to operate, such as device and connection information used to communicate with the External App.

Although the App may access the categories above during operation, the information TMS actively retains on its servers is currently limited to your merchant identifier, transaction identifiers, and transaction amounts. The specific data we access, transmit, and retain may change from time to time as the App evolves, and we will update this Privacy Policy accordingly.

We do not knowingly collect information from anyone other than merchants and their authorized personnel. The App is intended for business use and is not directed to children.

2. How We Use Information

We use the information we collect to:

- provide, operate, maintain, and support the App and the External App;
- connect the App to the External App and enable interoperability;
- monitor, troubleshoot, secure, and improve the App and the External App;
- communicate with you about your account, service issues, and updates;
- detect, prevent, and respond to fraud, abuse, security incidents, and violations of our terms; and
- comply with applicable law and lawful governmental requests, and to enforce our agreements.

3. How We Share Information

We do not sell your information, and we do not share it with third parties for their own marketing purposes. We share information only in the following limited circumstances:

- Cloud hosting providers. We use cloud infrastructure providers (currently Google Cloud) to host the External App and store the information described above. These providers process information on our behalf under contractual obligations to protect it and to use it only for the purposes we authorize.
- Legal and safety. We may disclose information if we believe in good faith that disclosure is required or permitted by law, subpoena, court order, or other legal process, or is necessary to protect the rights, property, or safety of TMS, our merchants, or others.
- Business transfers. If TMS is involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of assets, information may be transferred as part of that transaction, subject to standard confidentiality protections.
- With your direction. We may share information at your direction or with your consent.

We do not share information with third-party advertising networks or analytics providers.

4. Data Retention

We retain the information we collect for as long as reasonably necessary to provide the App and the External App, comply with our legal obligations, resolve disputes, and enforce our agreements. When information is no longer needed for these purposes, it may be deleted at our discretion.

5. Security

We use industry-standard administrative, physical, and technical safeguards designed to protect the information we handle, including encryption in transit, access controls, and secured cloud infrastructure. No system is completely secure, however, and we cannot guarantee the absolute security of any information. You are responsible for maintaining the security of your merchant services account, credentials, devices, and network environment, and for limiting access to the App and the External App to authorized personnel.

6. Reviewing and Correcting Your Information

You may request to review or correct the information we hold about your business by emailing us at jessica@trustmerchantservice.com. We will respond within a reasonable time and may need to verify your identity and authority before making changes. Some information, such as records we are legally required to retain or information necessary to maintain the integrity of transaction records, may not be modifiable.

7. Tracking and Do Not Track

The App is a point-of-sale application that runs on third party credit card processing devices. It is not a website and does not operate through a web browser. We do not use cookies, pixels, or similar web tracking technologies within the App, and we do not receive or respond to browser "Do Not Track" signals through the App. No third parties collect information about you across websites or over time through the App.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Last Revised" date at the top of this Privacy Policy. If we make material changes, we will provide reasonable notice, such as through the App or by email. Your continued use of the App after the effective date of an update constitutes acceptance of the updated Privacy Policy.

9. Contact Us

If you have questions about this Privacy Policy or our privacy practices, contact us at:

Trust Merchant Services LLC

5829 Wessex Lane

Alexandria Virginia

22310

Email: jessica@trustmerchatSERVICE.com