

Our Privacy Policy

At Firefighters First Tax Services, LLC., we recognize that privacy is important. This policy applies to all of the services we offer, as well as those offered by our affiliated companies, if any.

If you have any questions about this policy, please contact us using the contact information on this website.

Information We Collect and How We Use It:

To provide our full range of services, we may collect the following types of information:

Non-Personal Information:

We may collect certain non-personal information from you, including, but not limited to your Internet IP Address, browser type, domain name, operating system, and referring website addresses. In addition, we may collect information about your browsing behavior, such as the date and time you visit the site, the areas, or pages of the site that you visit, the amount of time you spend viewing the site, the number of times you return to the site, unique device identifiers, and other diagnostic data. This data helps us understand trends and customer needs so that we can better consider new products and services and tailor existing products and services to customer desires. This allows us to make your experience more valuable.

Information you provide

When you engage us to provide tax services, we will ask you for personal information about you, your spouse, your dependents, or your business when you use our services (such as your name, phone, and email address). If you decide to request an insurance quote through Firefighters First Tax Services, LLC., we will also request certain personal information (such as your Social Security number, date of birth, and financial information), which we maintain in encrypted form on secure servers. We may combine the information submitted under various forms and services to provide customers with a better experience and to improve the quality of our services. For certain services, we may give customers the opportunity to opt out of combining such information.

We collect nonpublic personal information about you from the following sources:

- Information we receive from you on applications, tax organizers, worksheets and other documents.
- Information about your transactions with us, our affiliates, or others.
- Information we receive from a consumer-reporting agency.

We do not disclose any nonpublic personal information about our clients or former clients to anyone, except as permitted by law.

You should also be aware that anything you tell us during the interview for the preparation of your tax return is confidential, but not protected from the IRS. Privileged communications (those that are protected from IRS authority to compel our testimony) are limited to non-criminal tax advice on matters before the IRS or non-criminal tax proceedings in federal courts. Although we consider any information

you provide us as confidential, return preparation engagements are not covered by advisor-client privilege.

Cookies

When you visit our website, we send one or more cookies (a small file containing a string of characters) to your computer that uniquely identifies your browser. We use cookies to improve the quality of our service by storing user preferences and tracking user trends. Most browsers are initially set up to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent.

Customer Communications

When you send email or other communication to us, we may retain those communications to process your inquiries, respond to your requests, and improve our services.

Other sites

This Privacy Policy applies to how we handle your information on our website. We do not exercise control over the websites that are displayed in other browser windows opened by links from within our various services. These other sites may place their own cookies or other files on your computer, collect data, or solicit personal information from you.

Firefighters First Tax Services, LLC. only processes personal information for the purposes described in the applicable Privacy Policy and/or privacy notice for specific services. In addition to the above, such purposes include:

- Providing our tax services to users
- Auditing, research, and analysis in order to maintain, protect, and improve our services
- Ensuring the technical functioning of our network
- Developing new services
- Choices for Personal Information

When you sign up for a particular service that requires registration, we ask you to provide personal information. If we use this information in a manner different than the purpose for which it was collected, then we will ask for your consent prior to such use.

If we propose to use personal information for any purposes other than those described in this Policy and/or in the specific service notices, you may “opt-out”—or say no to—having your information shared by calling 800-231-1626 or contacting us through our contact page. We will not collect or use sensitive information for purposes other than those described in this Policy and/or in the specific service notices unless we have obtained your prior consent.

If you do choose to decline to submit personal information to any of our services, there may be some instances in which we may not be able to provide those services to you.

Information Sharing

Firefighters First Tax Services, LLC. only shares personal information with other companies or individuals outside of Firefighters First Tax Services, LLC. in the following limited circumstances:

- We have your consent. We require opt-in consent for the sharing of any sensitive personal information.
- We have a Good Faith Belief that access, use, preservation, or disclosure of such information is reasonably necessary to (a) satisfy any applicable law, regulation, legal process or enforceable governmental request, (b) enforce applicable Terms of Service, including investigation of potential violations thereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, or (d) protect against imminent harm to the rights, property, or safety of Firefighters First Tax Services, LLC., its users, or the public as required or permitted by law.

If Firefighters First Tax Services, LLC. becomes involved in a merger, acquisition, or any form of sale of some or all of its assets, we will provide notice before personal information is transferred and becomes subject to a different privacy policy.

We may share with third parties certain pieces of non-personal information, such as the number of users who searched for a particular term, for example. Such information does not identify you.

Section 301-7216 of the Internal Revenue Code (Section 7216) specifically governs the use and disclosure of Tax Return Information. Some states may also have additional laws and regulations related to use and disclosure of the same information. We use your Tax Return Information only in accordance with those applicable laws and regulations to prepare and assist in preparing your tax return, to provide services associated with preparing your tax return, and to provide you with other products and services you specifically request or consent to.

Information Security

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure, or destruction of data. These include internal reviews of our data collection, storage, and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where we store personal data.

We restrict access to nonpublic personal information to our employees, contractors, and agents who need to know that information in order to operate, develop, or improve our services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution if they fail to meet these obligations.

Data Integrity

We process personal information only for the purposes for which it was collected and in accordance with this Policy or any applicable service-specific privacy notice. We review our data collection, storage, and processing practices to ensure that we only collect, store, and process the personal information needed to provide or improve our services. We take reasonable steps to ensure that the personal information we process is accurate, complete, and current, but we depend on our users to update or correct their personal information whenever necessary.

Your California Privacy Rights

If you are a California resident, you may have the following rights over your information:

- For the period covering the 12 months preceding your request, you may request that we disclose to you the categories and specific pieces of information collected about you, the categories of sources from which we collected that information, and the purposes for which your information was collected.
- You may also request that we delete information we collected from you.
- You have the right not to be discriminated against for exercising your rights over your information.

You may submit a request to exercise your rights at:

Postal Address:

Firefighters First Tax Services, LLC.

1520 West Colorado Blvd

Pasadena, CA 91105

Toll-Free Phone Number:

800-231-1626

We will request personal information from you, such as your name, address, and last four digits of your Social Security Number, to verify your identity in order to process your request.

You may also prevent us from storing cookies on your device to enhance site navigation, analyze site usage, and assist in our marketing efforts by declining cookies in the cookie banner presented to you when you visit our website.

Changes to Our Privacy Policy

If we make changes to our Privacy Policy, we will post them to this section of this website. If you have any questions about this Policy, please feel free to contact us through our website's contact page.