

Feldman Geospatial – Customer Data & Privacy Policy

Feldman Geospatial is committed to protecting the privacy, security, and integrity of customer, partner, and lead data, including information received through ESRI partner programs and direct client engagements.

1. Scope

This policy applies to:

- Customer and client data
- Lead generation data (including ESRI partner referrals and marketing leads)
- Project-related geospatial, survey, and GIS datasets
- Any digital content or communications stored or processed by Feldman Geospatial

2. Data Collection & Use

We collect and use data only as necessary to:

- Respond to inquiries and manage ESRI-generated leads
- Deliver geospatial, surveying, GIS, and consulting services
- Support project coordination, communication, and client deliverables
- Improve services, marketing outreach, and customer engagement

We do **not** sell or share customer data for unrelated third-party marketing purposes.

3. Data Access & Control

- Access to all systems (on-premises and cloud/Azure) is protected by **multi-factor authentication (MFA)**
- Access is limited to **authorized, active employees** with a defined business need
- Permissions are assigned individually and reviewed periodically
- Access is **immediately revoked upon employee departure** (voluntary or involuntary)

4. Data Security & Monitoring

- All systems, data transfer, and storage environments are **monitored 24/7** by an independent security consultant (Stealth 365)
- Feldman infrastructure is protected against unauthorized access, intrusion, and misuse
- Internal systems and usage may be monitored to ensure **security, quality control, and compliance**
- Only approved tools, platforms, and software may be used to process customer or lead data

5. Data Sharing & Third Parties

- No external third parties have access to Feldman systems or data **except authorized security consultants**
- Customer data may be shared only when:
 - Required to deliver contracted services
 - Required by law or regulatory obligation
 - Explicitly authorized by the client
- ESRI-related lead data is handled in accordance with ESRI partner program expectations and confidentiality standards

6. Data Handling & Acceptable Use

- Employees must:
 - Use only **approved company systems and accounts**
 - Avoid storing or transmitting sensitive data on personal devices or unauthorized platforms
 - Follow internal guidelines for AI and digital tools, including **not uploading confidential**

client data to unapproved systems

- Sensitive data (e.g., client locations, infrastructure, utilities, or personal data) must be handled with strict confidentiality

7. Data Retention & Minimization

- Data is retained only as long as necessary for:
 - Project delivery
 - Legal, contractual, or regulatory requirements
- Redundant or outdated data is securely archived or deleted in accordance with company practices

8. Employee Responsibility

- All employees are required to:
 - Maintain confidentiality of customer and lead data
 - Follow company IT, security, and privacy policies
 - Report any suspected data breach, misuse, or security concern immediately
- Violations may result in disciplinary action, up to and including termination

9. Continuous Improvement

Feldman Geospatial continuously reviews and updates its data privacy and security practices to align with:

- Industry standards
- ESRI partner requirements
- Evolving cybersecurity risks and technologies