

The Journeyman Privacy Policy

Effective Date: October 24, 2025

This Privacy Policy describes how The Journeyman (“we,” “our,” or “us”) collects, uses, and protects information from users of The Journeyman mobile application and website (collectively, the “Platform”). By accessing or using our services, you agree to this Privacy Policy. If you do not agree, please do not use our Platform.

1. Information We Collect

We collect information to provide, improve, and secure our services. The types of information we collect include:

- **User Information:** Names, contact details, profiles, certifications, documents, and work history.
- **Company Information:** Company name, roster, team, and operational data entered by company administrators.
- **Incident Tracking Data:** Information recorded under Incident Tracking and Management, including incident titles, descriptions, times, locations, and optional financial details such as costs or expenses. Entry of any financial or cost-related data is entirely optional and visible only to company owners and their designated admins. The Journeyman and other companies cannot access, view, or download this information.
- **Communications Data:** Messages, notifications, SMS communications, and posts shared through the Platform.
- **Technical Data:** Device identifiers, app usage logs, and analytics to maintain and improve service quality.

2. How We Use Information

We use collected information to operate and improve our Platform, facilitate communication between users, and enhance company performance through analytics and operational tools. We may use aggregated, anonymized data for internal performance analysis and system improvement. We do not sell, share, or distribute any user or company data to third parties for marketing or commercial purposes.

3. Data Visibility and Access Control

Company-entered data, including financial and incident-related information, is restricted to that company’s owner and authorized administrators. The Journeyman’s internal staff and other companies on the Platform do not have access to this data. Each user and company controls their own document visibility and roster settings.

4. Data Retention and Security

We retain user and company data only as long as necessary to provide our services or comply with legal obligations. We use Firebase and other industry-standard technologies for secure data storage, encryption, and authentication.

5. Third-Party Services

We integrate third-party providers including Stripe (for payments), Twilio (for SMS communications), and Firebase (for hosting and data storage). These partners process limited data solely for their operational functions and are bound by their own privacy agreements.

6. Children's Privacy

Our Platform is not directed toward individuals under the age of 16. We do not knowingly collect data from minors.

7. Your Rights and Choices

Users can update, correct, or delete their information through account settings or by contacting us at support@livetjm.com. Companies may manage user visibility, rosters, and access permissions through the Platform.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be effective upon posting the updated version on our website or app, with a revised effective date.

9. Contact Us

For questions or concerns regarding this Privacy Policy, please contact:

The Journeyman
Email: support@livetjm.com
State of South Dakota, USA