

Privacy Policy

Digital Video Solutions, Inc.

Last updated: August 24, 2026

This Privacy Policy describes how Digital Video Solutions, Inc. ("DVS," "we," "us," or "our") collects, uses, and protects your information when you visit our websites, use our services, or communicate with us. By using our websites or services, you agree to the collection and use of information as described in this Privacy Policy.

Who We Are

Digital Video Solutions, Inc. is a managed physical security services company located at 7526 Connelley Drive, Suite A, Hanover, MD 21076. Our websites include www.digitalvideosolutions.biz and services.digitalvideosolutions.biz (together, the "Website").

Information We Collect

Information You Provide to Us

When you contact us, request a consultation, become a client, or are designated as a contact for a client account, we may collect:

- Name and job title
- Email address
- Phone number, including mobile phone number
- Company name and business address
- Information related to the services we provide to you or your company

Information Collected Automatically

When you visit the Website, we automatically collect certain usage data, such as your IP address, browser type and version, the pages you visit, the date and time of your visit, time spent on pages, and device identifiers. We use cookies and similar technologies (such as web beacons and analytics scripts) to operate the Website, remember your preferences, and understand how visitors use the Website. You can set your browser to refuse cookies, though some features of the Website may not function properly without them.

SMS / Text Messaging

If you consent to receive text messages from DVS, we will use your mobile phone number solely to send you the operational and account notifications you have opted in to receive, such as service updates, incident summaries, and account communications.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Mobile phone numbers and SMS opt-in consent are not sold, rented, or shared with any third party for their own use. Text messaging originator opt-in data and consent will not be shared

with any third parties, excluding the vendors and service providers who assist us in delivering messages to you.

Message frequency varies. Message and data rates may apply. You may opt out of text messages at any time by replying STOP to any message. You may reply HELP for assistance, or contact us using the information at the end of this Privacy Policy. Consent to receive text messages is not a condition of purchasing any goods or services.

How We Use Your Information

We use personal information to:

- Provide, operate, and maintain our services
- Manage your account and our contractual relationship with you or your company
- Contact you by email, telephone, or (with your consent) SMS regarding updates, service communications, and account notifications
- Respond to your inquiries and requests
- Send you information about our own products and services that may interest you, which you may opt out of at any time
- Analyze usage of the Website to improve our services
- Comply with legal obligations and protect our legal rights

We Do Not Sell or Share Your Personal Information

DVS does not sell personal information and has not sold personal information in the preceding twelve (12) months. We do not share personal information, including mobile phone numbers, with any third parties or affiliates for their own use, including marketing or promotional purposes. The only exceptions are the service providers who help us operate our business (such as website hosting, communications and messaging platforms, payment processing, and field service management), who may use the information solely to perform services for us and are required to protect it, and disclosures required by law, such as a court order or valid government request.

Data Retention

We retain personal information only as long as necessary for the purposes described in this Privacy Policy, to comply with our legal obligations, resolve disputes, and enforce our agreements. Usage data is generally retained for shorter periods unless it is needed for security or legal purposes.

Security

We use commercially reasonable administrative, technical, and physical safeguards to protect personal information. However, no method of transmission over the Internet or method of electronic storage is completely secure, and we cannot guarantee absolute security.

Payments

If we offer paid products or services, payments are processed by third-party payment processors. We do not store or collect your payment card details; that information is provided directly to our payment processors, whose use of your information is governed by their own privacy policies and PCI-DSS standards.

Your Privacy Rights

Depending on where you live, you may have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal information, subject to certain exceptions
- Object to or restrict certain processing of your information
- Withdraw consent where processing is based on consent, including opting out of text messages by replying STOP
- Not be discriminated against for exercising any of these rights

To exercise any of these rights, contact us using the information at the end of this Privacy Policy. We may need to verify your identity before responding to your request.

California Residents (CCPA/CPRA)

If you are a California resident, you have the right to know what categories of personal information we collect, the purposes for which we use it, and the categories of third parties with whom we share it, as described in this Privacy Policy. In the preceding twelve (12) months, we have collected identifiers (such as name, email address, and phone number) and internet activity information (such as Website usage data), as described above. We do not sell or "share" (as defined by California law) personal information, and we do not use or disclose sensitive personal information for purposes requiring a right to limit.

California residents may submit a verifiable request to know, correct, or delete their personal information using the contact information below. We will respond to verifiable requests within 45 days, which may be extended once by an additional 45 days with notice. You will not be discriminated against for exercising your rights.

European Economic Area, United Kingdom, and Similar Jurisdictions (GDPR)

Where the GDPR or similar laws apply, DVS acts as the data controller for personal information collected through the Website. Our legal bases for processing are: performance of a contract (providing services to you or your company), our legitimate interests (operating and improving our business and services), compliance with legal obligations, and your consent (for example, for SMS messages). You have the rights of access, rectification, erasure, restriction, portability, and objection described above, and the right to lodge a complaint with your local data protection authority.

Children's Privacy

Our Website and services are intended for businesses and are not directed to anyone under the age of 18. We do not knowingly collect personal information from anyone under the age of 13. If you believe a child has provided us with personal information, please contact us and we will delete it.

Links to Other Websites

The Website may contain links to third-party websites that we do not operate. We are not responsible for the content or privacy practices of those sites and encourage you to review the privacy policy of every site you visit.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will post the updated policy on this page and revise the "Last updated" date above. Material changes will be communicated by a prominent notice on the Website or by email where appropriate. Changes are effective when posted.

Contact Us

If you have questions about this Privacy Policy or wish to exercise your privacy rights, you can contact us:

- By mail: Digital Video Solutions, Inc., 7526 Connelley Drive, Suite A, Hanover, MD 21076
- By phone: (888) 895-2150
- By email: accounting@digitalvideosolutions.biz
- Through our website: www.digitalvideosolutions.biz/contactus