PRIVACY POLICY

Trident Security Operations
Effective Date: October 16, 2026
Last Updated: October 16, 2026

Trident Security Operations ("TSO," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how Trident Security Operations collects, uses, stores, discloses, and protects information obtained through our website, online forms, telephone communications, text messaging services, training registrations, service inquiries, and other interactions with our company.

By using our website, submitting information to us, registering for services or training, or otherwise interacting with Trident Security Operations, you acknowledge the practices described in this Privacy Policy.

1. Information We May Collect

Depending on how you interact with Trident Security Operations, we may collect information including:

- First and last name
- Mailing or physical address
- Email address
- Telephone and mobile telephone number
- Business or organization name
- Billing and transaction information
- Service addresses and locations
- Security service inquiries and requests
- Training course registrations
- BSIS license or registration information when required for training or security-related purposes
- Communications you send to us
- Information submitted through website forms
- Information related to customer support or dispatch requests
- IP address
- Browser and device information
- Website activity and usage information
- Cookies and similar technologies
- Any other information you voluntarily provide to us

We may also collect information reasonably necessary to provide security services, training services, process serving, retail services, or other services offered by Trident Security Operations.

2. How We Collect Information

We may collect information directly from you when you:

- Visit our website
- Complete an online form
- Request a quote
- Contact our office or dispatch line
- Send us an email
- Call or text us
- Register for a training course
- Purchase a product or service
- Enter into a service agreement with us
- Communicate with our employees, instructors, dispatchers, or representatives
- Subscribe or otherwise consent to receive communications from us

Certain technical information may also be collected automatically through cookies, analytics tools, server logs, and similar technologies when you use our website.

3. How We Use Your Information

Trident Security Operations may use personal information to:

- Respond to questions and inquiries
- Provide quotes and proposals
- Provide contracted security services
- Schedule and administer training courses
- Process registrations and transactions
- Maintain training and business records
- Communicate with customers, students, employees, applicants, and prospective customers
- Send appointment, training, scheduling, dispatch, service, account, and transaction notifications
- Send authorized promotional or marketing communications
- Process payments
- Provide customer support
- Maintain and improve our website and services
- Prevent fraud, abuse, or unauthorized activity
- Protect our customers, personnel, business, and property
- Maintain records required by law or regulatory agencies
- Comply with legal, licensing, regulatory, insurance, and contractual requirements

- Establish, exercise, or defend legal claims

We seek to collect, use, and retain personal information only as reasonably necessary for legitimate business purposes and applicable legal requirements.

4. Mobile Text Messaging and SMS Communications

Trident Security Operations may offer SMS or text messaging for customers, prospective customers, students, employees, applicants, or other individuals who choose to provide a mobile telephone number.

Depending on your relationship with us and the consent you provide, text messages may include:

- Security service notifications
- Dispatch communications
- Appointment reminders
- Training class reminders
- Schedule changes
- Registration confirmations
- Account or billing notifications
- Customer service communications
- Service updates
- Promotional or marketing messages where you have provided the appropriate consent

SMS Consent

By providing your mobile telephone number and expressly opting in to receive text messages, you authorize Trident Security Operations to send text messages to the number provided in accordance with the consent you have given.

Consent to receive marketing text messages is not a condition of purchasing goods or services from Trident Security Operations.

Message frequency may vary.

Message and data rates may apply depending on your wireless carrier and service plan.

Opting Out of Text Messages

You may withdraw your consent to receive text messages at any time.

You may reply **STOP** to a text message to request that further applicable text messages be discontinued. We will process opt-out requests in accordance with applicable law.

Other reasonable requests indicating that you no longer wish to receive text messages may also be honored.

After an opt-out request, you may receive a one-time confirmation message confirming that your request has been processed.

You may contact Trident Security Operations directly if you experience difficulty opting out.

SMS Help

For assistance regarding text messages, you may reply **HELP** when supported or contact Trident Security Operations at **916-226-2008**.

Mobile Information and Third-Party Marketing

Trident Security Operations does not sell, rent, or share mobile telephone numbers or SMS opt-in consent information with third parties for their own marketing or promotional purposes.

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes.

We may disclose information to service providers that assist us in operating our text messaging program, telecommunications systems, customer management systems, or other business services when reasonably necessary to provide those services on our behalf.

Such service providers are not authorized by us to use your mobile information for their own independent marketing purposes.

Text messaging originator opt-in data and consent will not be sold or transferred to third parties for their independent marketing or promotional use.

5. Cookies and Website Technologies

Our website may use cookies and similar technologies to:

- Operate website functionality
- Remember preferences
- Understand website traffic
- Analyze website performance
- Improve our services
- Detect security issues or fraudulent activity

Some cookies may be provided by third-party service providers such as website hosting, analytics, payment, scheduling, or advertising providers.

Your browser may allow you to block or delete cookies. Disabling certain cookies may affect website functionality.

Where required by applicable law, we will provide appropriate choices concerning cookies and similar technologies.

6. How We May Disclose Information

We may disclose personal information when reasonably necessary to:

- Service providers and contractors performing services on our behalf
- Payment processors
- Website and technology providers
- Communications and telecommunications providers
- Professional advisers, including attorneys, accountants, insurers, and auditors
- Government agencies or regulatory authorities
- Law enforcement agencies when legally required or reasonably necessary
- Courts or other parties involved in legal proceedings
- Business partners when necessary to provide a service requested by you

We may also disclose information when required by law, subpoena, court order, regulatory requirement, or other lawful governmental request.

We may disclose information when reasonably necessary to protect the rights, property, safety, or security of Trident Security Operations, our employees, customers, students, or others.

7. Sale and Sharing of Personal Information

Trident Security Operations does not sell personal information in exchange for money.

We also do not sell or share mobile telephone numbers or SMS consent information with third parties for their independent marketing purposes.

Certain website technologies, analytics services, or advertising technologies may constitute "sharing" under California privacy law depending on how those technologies are configured and used.

Where applicable, Trident Security Operations will provide legally required methods for California consumers to opt out of the sale or sharing of personal information.

8. California Privacy Rights

California residents may have certain rights regarding their personal information under the California Consumer Privacy Act ("CCPA"), as amended by the California Privacy Rights Act ("CPRA"), and other applicable California privacy laws.

Depending on whether the law applies to Trident Security Operations and the particular information involved, these rights may include:

- The right to know what categories of personal information we collect
- The right to know the sources from which personal information is collected
- The right to know the purposes for collecting, using, selling, or sharing personal information
- The right to know the categories of third parties to whom information is disclosed
- The right to request access to certain personal information
- The right to request deletion of personal information, subject to legal exceptions
- The right to request correction of inaccurate personal information
- The right to opt out of the sale or sharing of personal information where applicable
- The right to limit certain uses or disclosures of sensitive personal information where applicable
- The right to receive equal service and not be discriminated against for exercising applicable privacy rights

Certain information may be exempt from some requests when retention or use is necessary to comply with legal, regulatory, contractual, security, fraud-prevention, licensing, training-record, or other lawful requirements.

9. California Privacy Requests

To submit a privacy request, you may contact:

Trident Security Operations
3720 Madison Avenue, Suite 125
North Highlands, CA 95660

Phone: 916-226-2008

When submitting a privacy request, please clearly describe your request and provide enough information for us to reasonably identify the records involved.

We may need to verify your identity before processing certain privacy requests. Verification information will be used for purposes associated with processing the request.

An authorized agent may submit certain requests on behalf of a California consumer when permitted by law. We may require verification of the agent's authority and/or the consumer's identity as allowed by law.

10. Global Privacy Control and Opt-Out Preference Signals

Where required by California law, Trident Security Operations will recognize qualifying browser-based opt-out preference signals, including Global Privacy Control signals, as requests to opt out of the sale or sharing of personal information associated with that browser or device.

11. Data Retention

We retain personal information for only as long as reasonably necessary for the purposes for which it was collected, including providing services, maintaining business and training records, satisfying contractual obligations, resolving disputes, enforcing agreements, and complying with applicable laws and regulatory requirements.

Retention periods may vary depending on the type of information and applicable legal, licensing, insurance, regulatory, or business requirements.

12. Data Security

Trident Security Operations uses reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, loss, misuse, alteration, or disclosure.

However, no website, electronic communication, database, wireless transmission, or storage system can be guaranteed to be completely secure. We therefore cannot guarantee absolute security of information transmitted to or stored by us.

13. Payment Information

When payments are processed through a third-party payment processor, payment information may be collected and processed directly by that provider.

Trident Security Operations may not directly receive or store complete payment card information when transactions are handled by an external payment processor.

The privacy practices of third-party payment processors may be governed by their respective privacy policies.

14. Third-Party Websites and Services

Our website may contain links to third-party websites, platforms, payment processors, scheduling systems, social media platforms, or other external services.

Trident Security Operations is not responsible for the privacy practices, security, or content of websites or services operated by third parties.

We encourage you to review the privacy policies of third-party services before providing personal information.

15. Children's Privacy

Our website and general services are not directed toward children under 13.

We do not knowingly collect personal information online directly from children under 13 without appropriate authorization or consent where required by law.

If we become aware that personal information from a child was collected inappropriately, we will take reasonable steps to address the information as required by applicable law.

16. Employment and Applicant Information

Individuals who apply for employment with Trident Security Operations may provide information including contact information, employment history, qualifications, licensing information, certifications, references, and other information relevant to employment.

We may use applicant and employment-related information for recruiting, hiring, workforce management, licensing verification, background screening where legally permitted, regulatory compliance, and related business purposes.

Additional notices may apply to employees or job applicants where required by California law.

17. Security and Training Records

Because Trident Security Operations operates security and training services, certain information may be maintained to comply with requirements imposed by the California Bureau of Security and Investigative Services (“BSIS”), other government agencies, licensing authorities, insurers, contractual obligations, or applicable law.

Privacy requests do not require us to delete records that we are legally required or otherwise legally permitted to retain.

18. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes to our services, technology, business practices, or legal requirements.

When material changes are made, we will update the **Last Updated** date at the top of this policy and provide any additional notice required by applicable law.

We encourage users to periodically review this Privacy Policy.

19. Contact Us

Questions, concerns, or requests regarding this Privacy Policy or Trident Security Operations' privacy practices may be directed to:

Trident Security Operations
3720 Madison Avenue, Suite 125
North Highlands, CA 95660

Phone: 916-226-2008

Website: Trident Security Operations website

Please include sufficient information for us to understand and respond to your request.

Trident Security Operations
California Private Patrol Operator
PPO #122228
ATG #2996
TFB #1452
TFF #1762