

WeatherWorks Consulting Meteorologists

Privacy Policy

Effective Date: January 1, 2024

Last Updated: December 16, 2025

WeatherWorks, LLC (“WeatherWorks,” “we,” “us,” or “our”) operates WeatherWorks digital platforms, including the mobile application, client portal, administration and configuration tools, APIs, and related digital services (collectively, the “Service”). WeatherWorks is a wholly owned subsidiary of Advanced Environmental Monitoring (AEM), a global provider of environmental monitoring, hazard detection, and risk intelligence solutions. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you use the Service, and the choices available to you.

By accessing or using the Service, you acknowledge that you have read and understand this Privacy Policy.

1. Scope and Applicability

This Privacy Policy applies to information collected through the WeatherWorks mobile application and associated online services. ***The Service is a paid, subscription-based offering intended solely for authorized users with active agreements. It is not intended for public access, redistribution, or general consumer use.***

This Privacy Policy does not apply to information collected offline or through services governed by separate agreements (e.g., enterprise or client-specific contracts), which may be subject to separate privacy, data use, or licensing terms.

2. Definitions

- a. Personal Data: Information that identifies, relates to, or can reasonably be linked to an identifiable individual.
- b. Usage Data: Information collected automatically through the operation of the Service.
- c. Device Data: Information about the device used to access the Service, including identifiers and technical attributes.

3. Information We Collect:

We collect information necessary to operate a secure, subscription-based weather intelligence service. The scope of data collected depends on how you interact with the Service and the features you use.

a. Information You Provide Directly

- i. We may collect: - Name, company affiliation, and job title - Email address and phone number - Account credentials and authentication information - Billing contact information - Support requests, inquiries, and communications.
- ii. Payments are processed through third-party payment processors. WeatherWorks does not store full credit card numbers or sensitive payment credentials. If a Client elects to save a payment method for future use, limited, non-sensitive card information may be retained by the payment processor for convenience. Clients may remove saved payment methods at any time through their account or by contacting WeatherWorks.

b. Information Collected Automatically

- i. When you use the Service, we may collect: - IP address and approximate location (city/region level) - Device type, operating system, browser type, and version - Unique device or application identifiers - Usage activity, log data, and diagnostic information.

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c. Mobile Application Data

- i. When accessing the Service via a mobile application, we may collect mobile-specific data such as device identifiers, app version, interaction events, and crash or performance metrics.

d. Cookies and Similar Technologies

- i. We use cookies, SDKs, pixels, and similar technologies to authenticate users, maintain sessions, secure accounts, analyze performance, and improve user experience. Disabling cookies may limit functionality.

4. How We Use Information

We use collected information to: - Provide, operate, and maintain the Service - Authenticate users and manage accounts - Deliver weather data, forecasts, alerts, and notifications - Perform contractual obligations and billing - Communicate service updates, operational notices, and support responses - Improve functionality, reliability, and security - Monitor usage trends and system performance - Comply with legal, regulatory, and contractual requirements.

Call Recording: WeatherWorks may record inbound and outbound phone calls for training, quality assurance, and security purposes. Call recordings are accessed only by authorized personnel and retained in accordance with our data retention practices and applicable law.

We do not make WeatherWorks services or data available for public redistribution, consumer profiling, or non-authorized use.

5. Analytics, Service Providers, and Third Parties

We engage trusted third-party providers to support analytics, infrastructure, communications, payments, and security. These providers may process information solely on our behalf and under contractual confidentiality obligations.

Examples include: - Analytics and performance monitoring (e.g., Firebase, Google Analytics) - Email and communications platforms - Payment processors (e.g., Stripe, Intuit/QuickBooks) - Security and fraud prevention tools. ***We do not authorize third parties to use Personal Data for their own independent purposes.***

6. Data Sharing and Disclosure

We may share information: - With service providers performing services on our behalf - With affiliates, including our parent company AEM, for operational and administrative purposes - To comply with applicable laws, regulations, or lawful requests - To protect the rights, safety, and property of WeatherWorks, AEM, our users, or others - In connection with a corporate transaction such as a merger or acquisition. ***We do not sell Personal Data as that term is commonly understood.***

7. Data Retention

We retain Personal Data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

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8. Data Security

We implement administrative, technical, and organizational safeguards designed to protect information against unauthorized access, loss, misuse, or alteration. While we follow industry-standard practices, no system can be guaranteed to be 100% secure.

9. Data Hosting and International Access

WeatherWorks data is hosted and processed in the United States. In limited circumstances, authorized users or service providers located outside the U.S. may access the Service. Where such access occurs, we take reasonable steps to ensure appropriate safeguards are in place consistent with this Privacy Policy.

10. Your Privacy Rights

Depending on your jurisdiction, you may have rights to access, correct, delete, or restrict the processing of your Personal Data. Certain rights may be limited by contractual obligations, security requirements, or legal retention obligations.

WeatherWorks will honor applicable privacy rights provided under U.S. state privacy laws, including rights to access, correction, deletion, and limitation of certain processing, as required by law.

California Privacy Rights (Limited Disclosure)

California residents may have additional rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA). WeatherWorks does not sell personal information for monetary consideration. Requests may be submitted using the contact information below. We will respond in accordance with applicable law.

11. Mobile Application Age Restrictions

The WeatherWorks mobile application is intended for users 18 years of age or older.

Access to WeatherWorks services is typically provisioned at the organizational level. If an individual under 18 requires access to weather information for operational or educational purposes, access should be discussed with the organization's designated system administrator to determine appropriate, compliant access methods. ***WeatherWorks does not knowingly collect Personal Data from minors through the mobile application.***

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect operational, legal, or regulatory changes.

13. Contact Us

If you have questions about this Privacy Policy or our data practices, please contact us:

WeatherWorks, LLC

A wholly owned subsidiary of Advanced Environmental Monitoring (AEM)

Email: info@weatherworksinc.com

Phone: 908-850-8600

Website: <https://www.weatherworksinc.com/contact>