



Website and Customer Privacy Notice

VERSION 1.0 | EFFECTIVE 14 SEPTEMBER 2026

This Privacy Notice explains how Nathaniel Sarrasin, a Massachusetts sole proprietor doing business as BidMuni ("BidMuni," "we," "us," or "our"), collects, uses, discloses, and protects information when a person visits the BidMuni website, asks about a service, purchases a service, communicates with us, or receives a BidMuni deliverable.

1. Information We Collect

We may collect the following categories of information:

- Business contact information, including name, company, job title, email address, telephone number, and mailing or billing address
- Customer profile information, including trades, service territory, target agencies, licenses or certifications that a customer chooses to describe, and opportunity preferences
- Engagement information, including the selected service, order details, solicitation links or files, correspondence, feedback, delivery records, correction requests, and customer acknowledgments
- Transaction information, including payment status, amount, date, and a payment processor's transaction reference. BidMuni does not need or intend to receive complete payment-card numbers
- Website and device information that our hosting, security, or communications providers may process, such as IP address, browser type, device information, referral page, requested page, and security logs
- Marketing preferences, including an unsubscribe request or a request not to receive promotional messages

Please do not send Social Security numbers, complete payment-card numbers, account passwords, authentication codes, complete tax returns, home-access information, or other sensitive information that BidMuni has not specifically requested.

2. How We Use Information

We may use information to:

- Respond to inquiries and determine whether a service is a fit
- Prepare, accept, administer, and document customer Orders
- Process and reconcile payments through a payment processor
- Monitor public opportunities and prepare purchased summaries, alerts, decision support, or Bid Breakdowns
- Deliver services, support customers, review correction requests, and maintain source and quality-control records
- Operate, secure, troubleshoot, and improve our website, communications, and internal workflows
- Maintain accounting, tax, legal, dispute, fraud-prevention, and business records
- Send service messages and, when permitted, limited marketing communications

BidMuni does not use customer information to make governmental eligibility decisions, award decisions, credit decisions, employment decisions, or other decisions on behalf of a public authority.

Information Sharing and Processing

3. How We Disclose Information

We may disclose information only as reasonably necessary to:

- Payment processors that collect and process payments
- Website hosting, email, cloud-storage, security, accounting, and workflow providers that support our operations
- Professional advisers, such as attorneys and accountants, when reasonably necessary
- Government authorities or other parties when required by law, needed to protect rights or safety, or necessary to investigate misuse or fraud
- A successor or prospective successor in connection with a sale, transfer, reorganization, or financing of the business, subject to appropriate safeguards

BidMuni does not sell personal information. BidMuni does not knowingly share personal information for cross-context behavioral advertising. BidMuni does not rent customer lists.

4. Payment Processing

Payments may be processed by Stripe or another disclosed payment provider. The payment provider collects payment-card and related checkout information under its own privacy terms and security controls. BidMuni generally receives payment status, transaction identifiers, customer contact information, and limited billing information rather than complete card credentials.

5. AI-Assisted Work

BidMuni may use limited AI-assisted tools for research, classification, drafting, or quality review. We will not knowingly submit customer confidential materials to an AI provider unless the customer authorizes that use or the provider's terms, security controls, and use have otherwise been approved for the engagement. AI-assisted output is reviewed within BidMuni's workflow and does not replace the customer's review of official documents.

6. Public Records and Customer Materials

Public procurement records may contain names, contact details, project information, or other information placed in the public record by an agency or third party. BidMuni may use public records to perform its services. A customer is responsible for having the right to provide any nonpublic material it sends to BidMuni.

Official solicitation documents and addenda always control. BidMuni's use or organization of a public record does not make BidMuni the official source and does not change the customer's responsibility to review current official materials.

7. Cookies and Similar Technologies

The initial BidMuni website does not intentionally use advertising cookies or cross-site tracking tools. Our hosting and security providers may use necessary technologies or logs to deliver pages, prevent abuse, and maintain security. If BidMuni later adds analytics, advertising, or other nonessential tracking, this notice and any required choices will be updated before that use begins.

Retention, Choices, and Contact

8. Retention

BidMuni retains information for as long as reasonably necessary for service delivery, source verification, correction history, customer support, accounting, tax, legal compliance, dispute handling, fraud prevention, and security. Retention periods may differ by record type. When information is no longer reasonably needed, BidMuni will delete, de-identify, or securely dispose of it as appropriate.

9. Security

BidMuni uses reasonable administrative, technical, and physical safeguards appropriate to the information it handles. No system or transmission method is completely secure. Customers should use approved communication channels and avoid sending unnecessary sensitive information.

10. Your Choices and Requests

You may ask to access, correct, or delete information you provided, subject to applicable law and legitimate recordkeeping needs. You may opt out of marketing email by using the unsubscribe method in the message or by emailing privacy@bidmuni.com. Service, transaction, security, and legal messages may still be sent when necessary.

BidMuni will not discriminate against a person for making a privacy request. We may need to verify the request before acting on it. An authorized representative may be required to provide proof of authority.

11. Children's Privacy

BidMuni provides business-to-business services and is not directed to children under 13. We do not knowingly collect personal information from children under 13 through the website.

12. Third-Party Sites

The website and deliverables may link to public-agency sites, procurement portals, payment services, or other third-party resources. Their privacy and security practices are governed by their own terms. BidMuni is not responsible for a third party's site or practices.

13. Changes to This Notice

BidMuni may update this notice as its services, providers, or legal obligations change. The updated notice will identify its effective date. A material change will be communicated in a reasonable manner when required.

14. Contact

Privacy questions or requests may be sent to:

Nathaniel Sarrasin d/b/a BidMuni

Attention: Privacy

9 Pondview Drive

Ludlow, MA 01056

Email: privacy@bidmuni.com

For service support, email support@bidmuni.com.