

Master Services Agreement

Home Watch IT, LLC | Version 1.0 | Effective: 6 September 2026

By creating an HWIT account you agree to this Agreement. Please read it — it's written to be clear, not complicated.

1. The Parties

This Agreement is between **Home Watch IT, LLC** ("HWIT"), a Texas limited liability company (12895 Josey Ln #124-1155, Dallas TX 75234), and **you** ("Customer") — the home watch professional signing up for the Services.

2. Services

This Agreement covers all HWIT software, tools, and support described in any Statement of Work (SOW) between us. If the scope changes, we'll document that in a new or amended SOW.

3. Term

This Agreement starts on the date you create your account and continues until terminated. Either party may terminate without cause on **60 days' written notice**. Termination for cause (breach not cured within 10 business days) may happen immediately.

4. Platform & Third-Party Services UPDATED

HWIT delivers its Services using the following third-party platforms ("**Sub-Processors**"), all of which are bound by data protection agreements:

AWS, Google Cloud, Supabase — cloud infrastructure & database

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Reject

Accept

MonitorQA — field reporting software (HWIT operates a master account; individual client accounts are created and managed under it; data is accessed by HWIT via API as part of the Services)

HWIT is not liable for operational outages or service interruptions originating within any Sub-Processor platform. This does not limit HWIT's responsibility for the processing of personal data by its Sub-Processors, for which HWIT remains fully liable under the Data Processing Agreement. The full Sub-Processor list and transfer mechanisms are at homewatchit.com/dpa.

Where **you** independently connect third-party tools (e.g. QuickBooks, Zoho, PennyLane, SafetyCulture/Mitti), you are solely responsible for data protection compliance in respect of those integrations.

HWIT does not store your payment card or banking details. All payment processing is handled by your own integrated accounting system.

5. Fees & Payment

All work is billed at the prevailing rate or as quoted in a Fixed Fee or Time-based SOW. Prepaid amounts are non-refundable. Late balances accrue interest at 1.5% per month. You are responsible for any bank charges on returned items.

6. Platform Ownership

HWIT retains ownership of all custom configurations created within the platform. Your data remains yours at all times. Configurations may not be exported to another platform without HWIT's written permission.

7. Confidentiality

Both parties agree to keep each other's non-public business information confidential and not share it with third parties without written consent. This obligation survives termination. Your customer and financial data always remains your property.

8. Warranty

HWIT will deliver Services in accordance with general information technology industry standards. Any specific warranty for a project will be set out in the relevant SOW.

9. Limitation of Liability UPDATED

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10. Termination & Data Deletion

UPDATED

On termination, you remain responsible for any outstanding fees. HWIT will continue providing Services during the notice period unless both parties agree otherwise.

Data export: On written request received before the termination date, HWIT will provide a complete export of your Business Data — customers, properties, visit reports, notes, and scheduling data in a machine-readable format (CSV or JSON), plus photographs and documents in their original file formats — at no additional charge.

Data deletion: Upon termination, HWIT will permanently and securely delete all live Business Data **immediately** — or, where an export has been requested, on delivery of the export or 30 days after termination, whichever comes first. Residual copies held in encrypted backup systems are purged within **15 days** thereafter. Written confirmation is available on request.

11. Data Processing

NEW

Your role & ours: When you use HWIT to process personal data of your customers (homeowners), **you are the data controller** and **HWIT is the data processor**. Our Data Processing Agreement (DPA), published at homewatchit.com/dpa, governs this relationship and is incorporated into this Agreement by reference.

Your responsibilities as data controller:

- Have a lawful basis for all personal data you submit to the HWIT platform;
- Provide your customers with a privacy notice that discloses HWIT's role as data processor;
- Respond to data subject rights requests from your customers within legal timeframes;
- Notify HWIT promptly of any data subject request, regulator inquiry, or data breach relating to data in the HWIT platform;
- Not submit special category personal data (health, biometric, etc.) without prior written agreement.

HWIT's commitments:

- Process your customers' data only to deliver the Services;
- Notify you of a personal data breach within **48 hours** of discovery;
- On request, export your Business Data in machine-readable format before deletion; delete all live Business

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customers established in the European Union, matters concerning personal data processing are governed by the Data Processing Agreement — which is governed by the laws of Ireland, with the Irish Data Protection Commission as competent supervisory authority — and by applicable EU data protection law (GDPR). On those matters only, the DPA prevails over this Agreement in the event of conflict; all other matters remain governed by Texas law as above.

13. General

HWIT may provide the same services to other customers. All notices may be sent by email. If any provision of this Agreement is unenforceable, the remainder continues in effect. This Agreement, any SOWs, and the DPA (where applicable) constitute the entire agreement between the parties.

Home Watch IT, LLC
12895 Josey Ln #124-1155, Dallas TX 75234, USA
info@homewatchit.com | +1 (214) 461-0166

Home Watch IT

Purpose-built software for professional home watch businesses. Used on 4 continents.

+1 (214) 461-0166
info@homewatchit.com

SOLUTIONS

Solutions Overview

HWIT Fundamentals

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