

## EQUIPMENT FIELD SERVICE — SUPPORT & PRIVACY

### SUPPORT

Equipment Field Service is an application for authorized personnel of Coker Rental Company. Access requires an account, which is provided by your administrator.

For help with the app, account access, or any questions, contact us:

Coker Rental Company  
Email: [support@rentcoker.com](mailto:support@rentcoker.com)  
Address: 2305 Clinton Hwy, Powell, TN 37849

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### PRIVACY POLICY

Effective Date: June 5, 2026

Coker Rental Company ("we," "us," or "our") operates the Equipment Field Service mobile application (the "App"). This Privacy Policy explains how we collect, use, and protect information in connection with your use of the App. The App is intended for use by authorized personnel of Coker Rental Company and its clients. Accounts are created and managed by an administrator; the App is not available for public sign-up.

### INFORMATION WE COLLECT

**Account Information.** To use the App, you must sign in with credentials provided by your administrator. This may include your name, email address, and other identifiers associated with your account.

**Service Data.** The App displays and allows you to interact with work-related information such as service calls, preventive maintenance records, and reports associated with your account and your organization.

**Customer Information.** The App may display information about Coker Rental Company customers and their equipment in connection with service work. This information is collected through our equipment rental agreements and business relationships at the time a customer elects to do business with us, not through the App itself. Consent for the collection and use of this information is governed by the applicable rental agreement and our standard business terms.

Usage Information. We may collect limited technical information necessary to operate the App, such as log data, device type, operating system version, and error or crash information used to diagnose problems and improve reliability.

## HOW WE USE INFORMATION

We use the information described above to:

- Authenticate users and provide secure access to the App;
- Display and manage service calls, preventive maintenance, and reports relevant to your account;
- Maintain, troubleshoot, and improve the App; and
- Protect the security and integrity of the App and our systems.

## HOW INFORMATION IS SHARED

We do not sell your personal information. We do not share your information with third parties for advertising or marketing purposes. Information may be processed by service providers who help us operate and host the App, and only to the extent necessary to provide those services. We may also disclose information if required by law or to protect our legal rights.

## DATA SECURITY

We use reasonable administrative, technical, and organizational measures designed to protect information from unauthorized access, disclosure, alteration, or destruction. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

## DATA RETENTION

We retain information for as long as your account remains active and as needed to provide the App, comply with legal obligations, resolve disputes, and enforce our agreements. When your account is deactivated, associated information is handled according to our internal data-retention practices.

## CHILDREN'S PRIVACY

The App is intended for use by authorized adult personnel and is not directed to children. We do not knowingly collect personal information from children.

## YOUR CHOICES

Because accounts are provisioned and managed by an administrator, requests to access, correct, or delete your information should be directed to your organization's administrator or to us using the contact details below.

## CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. When we do, we will revise the "Effective Date" above. Continued use of the App after changes take effect constitutes acceptance of the updated policy.

## CONTACT US

If you have questions about this Privacy Policy or our handling of your information, contact us at:

Coker Rental Company  
support@rentcoker.com  
2305 Clinton Hwy, Powell, TN 37849