

LIDP Terms of Service

Effective Date: 2/25/2026

These Terms of Service (“Terms”) govern access to and use of the LIDP Consulting Services, Inc. systems and related services (“Systems”) provided by LIDP (“Company,” “we,” “us,” or “our”). By accessing or using the systems, you agree to be bound by these Terms.

1. Service Description

LIDP provides software (The Administrator, Titanium, Aura), a policy administration system, and a digital platform designed to support policy licensed insurance carrier administration, customer servicing, and related operational processes for licensed insurance carriers and authorized users.

2. Customer Responsibilities

Customers are responsible for:

- Maintaining the confidentiality of account credentials
- Ensuring authorized use of the systems
- Protecting accurate, PII, and lawful data
- Complying with applicable laws and regulations

Customers remain responsible for the accuracy and legality of all data submitted to our systems..

3. Security and Compliance

LIDP maintains administrative, technical, and physical safeguards designed to protect customer data against unauthorized access, disclosure, or alteration. LIDP does not have access to a carrier's production data or consumers' PII. LIDP operates security and operational controls aligned with recognized industry standards, including SOC 2 Trust Services Criteria for Security.

Security measures include:

- Role-based access controls
- System monitoring and logging

- Change management processes
- Incident response procedures

Detailed security documentation may be provided to customers under appropriate confidentiality obligations.

4. Data Ownership and Confidentiality

Customers retain ownership of their production data. LIDP processes dummy data solely for the purpose of providing the services and in accordance with applicable agreements and privacy policies.

Both parties agree to maintain the confidentiality of non-public information received in connection with the systems and services.

5. Availability and Service Performance

LIDP makes commercially reasonable efforts to maintain the availability and performance of the systems. Maintenance windows and service interruptions may occur as part of routine system operations and improvements.

6. Acceptable Use

Customers shall not:

- Attempt unauthorized access to the systems or related services
- Interfere with system integrity or performance
- Use the systems for unlawful purposes
- Introduce malicious code or security threats

7. Intellectual Property

All rights, title, and interest in the systems, including source code, documentation, and related materials, remain the exclusive property of LIDP and its licensors.

8. Termination

LIDP may suspend or terminate access to or service of the systems for violations of these Terms or for security or operational reasons.

9. Limitation of Liability

To the maximum extent permitted by law, LIDP shall not be liable for indirect, incidental, special, or consequential damages arising from use of the Service.

10. Changes to Terms

LIDP may update these Terms from time to time. Continued use of the systems or services constitutes acceptance of updated Terms.

11. Governing Law

These Terms shall be governed by the laws of the State of Florida, without regard to conflict of law principles.

12. Contact Information

Questions regarding these Terms may be directed to:
LIDP Consulting Services, Inc.
101 W. Venice Ave. Suite 22. Venice, FL 34285
Derek Frelow (941) 867-8280