

Privacy Policy for Independent Contractors & Job Applicants

Effective Date: July 1, 2026

Company Name: HarborView Professionals LLC

Location: Cleveland, OH

This Privacy Notice explains how Harborview Professionals LLC collects, uses, and discloses personal information regarding independent contractors (1099) who provide virtual customer service, technical support, or call center operations using their own computer equipment.

1. Information We Collect

We collect data necessary to evaluate, onboard, and manage our freelance operations network:

- **Identifiers:** Full name, home address, email address, phone number, and IP address.
- **Tax & Financial Data:** Completed W-9 forms, Social Security Numbers (SSN), Employer Identification Numbers (EIN), and banking details synced with our payroll processor.
- **Contractor Device & Network Data:** Hardware specifications (CPU, RAM, OS version), internet speed test results, firewall/antivirus status, and peripheral device logs (headsets, webcams) to verify system compatibility.
- **Monitoring & Quality Assurance:** Voice call recordings, chat transcripts, and desktop screen monitoring captured strictly during active customer-facing service hours.
- **Background Check Data:** Criminal background history and identity verification reports collected during onboarding.

2. Bring Your Own Device (BYOD) & Security Monitoring

Because you utilize your personal computer equipment to perform services, you acknowledge and agree to the following data collection protocols:

- **Security Software:** We may require the installation of specific security, VPN, or endpoint management software on your device to ensure secure connections. This software may verify patch levels, malware status, and system configurations. [\[1\]](#)
- **Session Monitoring:** During your active service login windows, our platforms may monitor your desktop environment, active applications, and window views to prevent the unauthorized copying, printing, or downloading of customer data.
- **Data Separation:** We do not intentionally access, collect, or store your personal files, photos, or private browsing history outside of your active, contracted work sessions.

3. How We Use Your Information

We process your personal information strictly for legitimate operational and compliance purposes:

- **Contract Administration:** Evaluating qualifications and executing independent service agreements.
- **Payment Administration:** Managing freelance service fees and processing invoices via ADP.
- **Quality Assurance & Training:** Reviewing recorded calls, audio logs, and chat scripts to maintain client service standards.
- **Information Security:** Ensuring remote workspaces comply with corporate data safety protocols, data encryption mandates, and fraud prevention measures.
- **Tax Reporting:** Compiling information required to generate annual IRS Form 1099-NEC documents.

4. How We Share Your Information

We never sell contractor data. Your personal information is restricted to specific third parties:

- **Payment & HR Processors:** Securely sharing identity and financial data with ADP to distribute contractor fees and manage year-end tax documentation.
- **Enterprise Clients:** Providing names, agent IDs, and call performance audio to corporate clients for service evaluation.
- **Background Check Vendors:** Utilizing certified screening firms to execute mandatory pre-contract identity verification.
- **Legal Authorities:** Disclosing records to state or federal tax bodies (such as the IRS) or under binding judicial subpoenas.

5. System Surveillance Data Retention

Voice recordings and chat transcripts are stored securely for quality control purposes for a period of up to 1 year before deletion, unless flagged for regulatory compliance. Core tax, business contract, and financial transactions managed through ADP are legally retained for seven years to satisfy IRS tax auditing laws.

6. Contact Us

For data corrections or inquiries, reach out to our privacy management team:

Email: support@harborviewpros.com

Phone: 410.683.9650

Mailing Address: PO BOX 308, Reisterstown, MD 21136