USER PLATFORM ACCESS TERMS

Version 2026.11 | Effective November 16, 2026

These User Platform Access Terms ("User Terms") apply to each person who accesses the FINDER platform (the "Platform") provided by FINDER Software Solutions, LLC ("FSS"). By clicking "I agree," signing in, or using the Platform, you agree to these User Terms. If you do not agree, do not use the Platform.

1. The Agreement

You may use the Platform only as authorized by the law enforcement or criminal justice agency that employs you ("Agency"). Your use is also governed by the FINDER Terms at findersoftware.com/legal and any MOU between your Agency and FSS. If they conflict, your Agency's MOU controls, then the FINDER Terms, then these User Terms. If your Agency has not signed an MOU with FSS, your Agency's use of the Platform through you is governed by the FINDER Terms, and you represent that you are authorized to accept them for your Agency for that purpose.

2. Eligibility

You represent that your Agency has authorized your use of the Platform, that you have completed the background screening required by your Agency and the CJIS Security Policy, and that your use of the Platform and its information is permitted by law and Agency policy.

3. Your Account

Your account is for you alone. Do not share your username, password or authentication device, and do not let anyone else use your account. You must use the advanced authentication method FSS requires. If you believe your account has been compromised, notify FSS and your Agency immediately.

4. Acceptable Use

Use the Platform only for legitimate law enforcement and criminal justice purposes authorized by your Agency. Do not use the Platform for personal or commercial purposes; access, contribute or use data you are not authorized to access, contribute or use; stalk, harass, intimidate or discriminate against any person or group; or violate any law, regulation, third-party right, or anyone's privacy or constitutional rights.

5. Restrictions

Do not copy, modify, reverse engineer or create derivative works of the Platform; circumvent or disable its security features; introduce malware; remove proprietary notices; scrape or bulk-extract data; or transfer, sell or sublicense your access.

6. Data You Enter

Data you enter into the Platform must be accurate to the best of your knowledge and lawfully obtained. Do not knowingly enter false or misleading information.

7. Information You Obtain

Information in the Platform comes from contributing agencies and third-party sources and may be incomplete, outdated or wrong. Verify information with the originating source before taking official action, and do not submit Platform results as original documentation for prosecution. You are responsible for how you interpret, share and use the information. Platform information is for investigative purposes only, and FSS does not provide testimony or court support for it. Some sources, such as Public Records, AdTech data and sensor data, carry their own permissible-use rules, and you must follow them. Your queries are logged and may be audited by your Agency and FSS.

8. Confidentiality

Information obtained through the Platform, and non-public information about the Platform, is confidential. Protect it with at least the care the CJIS Security Policy requires, and do not disclose it except as authorized by your Agency or required by law. Refer any public records request for Platform information to your Agency.

9. Suspension and Termination

FSS may suspend or end your access without notice if you violate, or FSS reasonably suspects you have violated, these User Terms or the FINDER Terms; if your Agency revokes your authorization; or if your Agency's agreement with FSS ends. Misuse may also lead to discipline by your Agency or criminal prosecution.

10. Disclaimer and Limitation of Liability

THE PLATFORM AND ITS INFORMATION ARE PROVIDED "AS IS" AND "AS AVAILABLE," WITHOUT WARRANTIES OF ANY KIND, INCLUDING ANY WARRANTY THAT INFORMATION IS ACCURATE, COMPLETE OR ADMISSIBLE. TO THE MAXIMUM EXTENT PERMITTED BY LAW, FSS IS NOT LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, AND THE LIMITS IN SECTION 12 OF THE FINDER TERMS APPLY.

11. General

These User Terms are governed by the law and venue provisions of the FINDER Terms. If any provision is unenforceable, the rest remain in effect. FSS may update these User Terms by posting a new version and notifying users in the Platform; continued use after notice is acceptance. FSS may assign these User Terms in connection with a merger, reorganization or sale of its business. You may not assign them.