

IES, LLC Privacy Policy

Last Update: **October 13th 2026**

This Privacy Policy (herein referred to as “Policy”) explains how IES, LLC (DBA Iron Elephant Solutions) (herein referred to as the “**Company**,” “**we**,” “**us**,” or “**our**”) processes Personal Data that we collect from you (herein referred to as the “**Subscriber**”) as a Controller.

1. DEFINITIONS

(a) “**Controller**” means the natural or legal person, public authority, agency, or other body, which alone or jointly with others, determines the purposes and means of processing Personal Data.

(b) “**Personal Data**” means any information relating to an identified or identifiable natural person (“**data subject**”). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

(c) “**Service(s)**” means Software-as-a-Service (SaaS) platforms, web and mobile applications (iOS and Android, including Mibrarian, Water-Works, and City-Works and available across the Apple App Store, Google Play Store, and their respective web properties and domains), desktop applications, technology consulting, and related online customer support services operated across our domains, mobile storefront listings, and web properties, including ironelephantsolutions.com, water-works.app, city-works.app, and mibrarian.com.

(i) “**Subscriber**” means the natural or legal person who has subscribed to the Service(s) by agreeing to the Terms.

(ii) “**Terms**” means the binding contract between IES, LLC (DBA Iron Elephant Solutions) and Subscriber that governs the Subscriber's access and use of the Service(s).

2. DATA COLLECTION

The Subscriber directly provides IES, LLC (DBA Iron Elephant Solutions) with most of the data we collect. IES, LLC (DBA Iron Elephant Solutions) collects Personal Data from the Subscriber from the following sources:

Direct user registration and account creation, customer support portal submissions and chat tickets, usage logs, browser session storage and authentication cookies from our support web application, and privacy-focused, cookie-free telemetry from Vercel Web Analytics. Our mobile applications, including Mibrarian, Water-Works, and City-Works operated under Iron Elephant Solutions, do not display third-party advertisements or engage in cross-site tracking.

3. PROCESSING OF PERSONAL DATA

(a) IES, LLC (DBA Iron Elephant Solutions) processes the Subscriber's Personal Data to provide, authenticate, maintain, and secure our SaaS platforms, web applications, mobile, desktop, and progressive web apps (including Mibrarian, Water-Works, and City-Works), process customer support requests, manage accounts, and monitor aggregate website performance.

(b) IES, LLC (DBA Iron Elephant Solutions) will generally collect Personal Data from Subscribers only where it needs to create a contract with the Subscriber, where the processing is in IES, LLC (DBA Iron Elephant Solutions)'s legitimate interests and not overridden by the Subscriber's data protection interests or fundamental rights and freedoms, or where IES, LLC (DBA Iron Elephant Solutions) has the Subscriber's consent. In some cases, IES, LLC (DBA Iron Elephant Solutions) may also have a legal obligation to collect Personal Data from the Subscriber.

(c) If IES, LLC (DBA Iron Elephant Solutions) processes Personal Data with the Subscriber's consent, the Subscriber may withdraw their consent at any time.

4. SHARING OF PERSONAL DATA

(a) The Subscriber acknowledges that IES, LLC (DBA Iron Elephant Solutions) may share the Subscriber's Personal Data with its group companies and third-party service providers to offer the Subscriber IES, LLC (DBA Iron Elephant Solutions)'s Service(s) and/or send information or updates about the Service(s).

(b) When IES, LLC (DBA Iron Elephant Solutions) processes the Subscriber's order, it may send the Subscriber's Personal Data and use the resulting information from credit reference agencies to prevent fraudulent purchases.

(c) IES, LLC (DBA Iron Elephant Solutions) shares Personal Data in the following instances: hosting, maintaining, and securing our software applications, processing subscriber authentication, and delivering customer support services through vetted third-party cloud infrastructure and subprocessor platforms. We do not sell, rent, or share personal data with third parties for marketing or advertising purposes.

5. COOKIES AND TRACKING TECHNOLOGIES

IES, LLC (DBA Iron Elephant Solutions) uses session storage and essential authentication cookies within our web applications to maintain secure user sessions. We also utilize Vercel Web Analytics to collect privacy-focused, cookie-free telemetry to assess overall website usage and system performance. We do not deploy third-party advertising cookies, cross-site trackers, or behavioral profiling tools across Mibrarian, Water-Works, City-Works, or any affiliated web properties.

6. DATA SUBJECT RIGHTS & GDPR COMPLIANCE

Under applicable data protection laws, including the General Data Protection Regulation (GDPR), data subjects have rights to access, rectify, port, restrict, or delete their Personal Data, as well as the right to object to processing and withdraw consent. Subscribers and users may exercise any of these data subject rights by submitting a request to support@ironelephantsolutions.com.

7. CHILDREN'S PRIVACY (COPPA)

Our Services, including web and mobile applications such as Mibrarian, Water-Works, and City-Works, are directed exclusively at enterprise, B2B, and professional users, and are not directed to children under 13 years of age. IES, LLC (DBA Iron Elephant Solutions) does not knowingly collect or solicit Personal Data from children under 13. If we learn that we have inadvertently collected Personal Data from a child under 13, we will promptly delete that information. If you believe a child under 13 has provided us with Personal Data, please contact us at support@ironelephantsolutions.com.

8. ENTERPRISE ACCOUNT PROVISIONING & MOBILE APPS

Our mobile applications and enterprise software products are distributed directly to businesses and organizations under B2B commercial arrangements. User accounts are provisioned directly by the Subscriber organization's designated system administrator, and consumer self-registration is disabled within the apps. Requests regarding user account modification, access rights, or account deletion should be directed to your organization's administrator or sent to support@ironelephantsolutions.com.

9. RETENTION OF PERSONAL DATA

(a) IES, LLC (DBA Iron Elephant Solutions) retains Personal Data when an ongoing legitimate business requires retention of such Personal Data.

(b) In the absence of a need to retain Personal Data, IES, LLC (DBA Iron Elephant Solutions) will either delete or aggregate it. If this is not possible, IES, LLC (DBA Iron Elephant Solutions) will securely store your Personal Data and isolate it from any further processing until it is deleted.

10. SECURITY OF PERSONAL DATA

IES, LLC (DBA Iron Elephant Solutions) uses appropriate technical and organizational measures to protect the Personal Data it collects and processes. These measures are designed to provide a high level of security appropriate to the risk of processing the Subscriber's Personal Data. If you are a Subscriber and have any concerns about the security of your Personal Data, please contact us immediately.

11. MODIFICATION

IES, LLC (DBA Iron Elephant Solutions) keeps this Policy under regular review and may update this webpage at any time. This Policy may be amended at any time, and the Subscriber shall be notified only if there are material changes to this Policy.

12. CONTACT DETAILS

If you have any concerns about this Policy, please get in touch with us at support@ironelephantsolutions.com.