

Privacy Policy & Terms of Service

Terms of Service & Privacy Policy

Effective Date of Terms of Service & Privacy Policy: (Updated) February 27, 2025

Copyright & Your Photo Rights and Usage

Mill City Team, LLC is the sole copyright holder of any image or visual media produced Mill City Team, LLC. Any media or image copyrights are not transferrable to other parties unless specified in written agreements with Mill City Team.

Permission to use any photos or media produced by Mill City Team resides with the purchaser of photos or media and is valid through the term of the listing. Essentially, the purchaser of the service and media is extended a lease to use the media for the length of the listing. Should the listing be cancelled and then re-listed with a new agent, that new agent and or brokerage does not have permission or rights to use media that was produced for the previous listing, even if it is a new agent in the same brokerage.

Additionally, permission to use the media, and the media itself, cannot be sold or freely transferred to another agent by the agent who had originally purchased said media.

That said, we understand that some real estate teams and brokerages will purchase and provide media services for their agents via admin accounts. We understand that listings are ultimately owned by brokerages, and teams often work via co-listing agreements with their agents. In such cases, the permissions will extend past our client accounts to the brokerages and team owners and be tied to the specific listing for which the media was purchased, and for the duration of that specific listing. If that listing is cancelled for any reason, the permissions are also cancelled and then held solely by Mill City Team.

SMS Messaging

Our staff and admin's will use SMS messaging to contact you regarding information about your account, orders, projects, media, and scheduling.

We will never use SMS messaging to market directly to our clients or anyone else for that matter. Occasionally, we may offer promotions that you can redeem by texting our main number. When this happens, we will confirm your text message by sending you a confirmation text and other redemption instructions. However, we will not send you any marketing, and we will not share your information.

If for any reason you do not want us to contact you via SMS messaging, please call or text us at 612-888-9896 or email us at orders@millcityteam.com.

Rescheduling / Cancellations

As a general rule, we do not charge for cancellations or rescheduling provided that the scheduled photographer has not arrived at the appointment.

However, if the photographer has arrived on site, and is not able to perform the shoot because of various reasons (unable to gain access, house isn't ready, etc.), we reserve the right to charge an ***on-site cancellation or rescheduling fee in the amount of \$25, plus any associated \$15 or \$20 travel fees for projects that occur in our extended service areas.*** (These fees go directly to our photographers to help cover their time and driving costs.)

Privacy Policy

The Mill City Team cares about your privacy and your personal information. The following policy describes how we collect and use any of your personal information.

Our website allows you to submit a request for information where you can input your name, phone number, and email address. Similarly, our Client Center will also require you to provide personal or sensitive information. We may share your information with our own personnel and our service providers, and only to the degree needed to fulfill your requests. As a general rule, we do not share your information with unaffiliated third parties. While we may share your information with our affiliates, we will not share it with unaffiliated third parties for direct marketing purposes generated by companies other than Mill City Team. We also reserve the right to disclose your information under limited circumstances, such as to cooperate with law enforcement or judicial authorities as required by law or legal process, to protect our own legal rights, or to protect the public good.

If at any time you wish to stop communications from anyone at Mill City Team, please email that request to orders@MillCityTeam.com.

The Mill City Team website also uses the Facebook Pixel for ad retargeting on Facebook and Instagram, and for information related to site performance and analytics. We do not collect names, addresses, or any identifiable personal information such as your name, email address, or phone number through use of the Facebook Pixel. If at any time you wish to opt out or stop seeing ads via Facebook retargeting, you can do the following:

- Open your Facebook page
- Click the upside-down triangle in the top right corner
- Select 'Settings' and then in left column select 'Ads'
- You will see 'Ads based on my use of websites and apps.' Click 'Edit'
There is a 'Choose Setting' button that you can turn to 'Off'

You will only have to change this setting once, and it will update your account on any device that you sign into Facebook from with that same username and password.

Similarly, you can also disable cookies in your browser.

When you submit information by any means online there are risks of it falling into the wrong hands. While we agree to not share your information with unaffiliated third parties, it is still possible for it to fall into the wrong hands. We accept no liability for actions of third parties, and by using this site you agree to these terms.

Mill City Team will never send you any emails from @millcityteam.com with instructions to transfer funds or to provide nonpublic personal information, such as credit card or debit numbers or bank account and/or routing numbers. If you receive any electronic message concerning any transaction from an @millcityteam.com email address, do not respond to the email and immediately contact us via phone, or contact us at orders@MillCityTeam.com.

Payment Processor

If you have ordered a custom project, or ordered our services by phone, you may receive a Mill City Team invoice by email from @stripe.com. Stripe is our payment processor that we use for our website, our Client Center, and our invoicing for custom projects or phone orders.

When you enter your credit card number for purchases, our system and payment processor (Stripe) will automatically encode that card number allowing us to see

only the last 4 digits.

Contact from Outside of the U.S.

If you contact us from outside the United States, your information may be transferred to the United States. If you submit any personal information from outside of the United States, you consent to its transferring to the United States, its storage, processing, and use as described in this Terms of Service and Privacy Policy.

3rd Party Links or Redirects

When visiting any of our digital media, you may be directed via links to other applications that are beyond our control and those applications may be gathering information about you. This Privacy Policy does not cover the collection of information by those other companies and consumer applications. While we encourage third parties to provide their own privacy policies, we are not responsible for their activities, such as how they handle the information that they collect online.

If you have any questions regarding your personal information, wish to review it, or wish to update your personal information that you have already submitted, please contact orders@MillCityTeam.com. This Privacy Policy will be

reviewed regularly and possibly updated from time to time. If and when it is updated, it will be noted by the 'effective date' at the top of this policy.