



Privacy Policy

The ServInt Corporation (ServInt, we, us or our) is concerned about the privacy of information provided to us and third parties with whom we do business. Because everyone's definition of privacy is different, it is important that you review this policy to learn what we consider to be private information, and each of our rights and responsibilities towards this information. This privacy policy is part of, and is incorporated by reference into the Terms of Service (TOS), your contract with us, or, if you do not have a contract, it governs information you provide to us. Capitalized terms used in this Privacy Policy but not separately defined herein have the same meanings assigned to them in the TOS.

It is also important that you review this policy from time to time, particularly if your business changes, or you begin to send us information that is different than when you first reviewed it. It is our goal to limit the number of changes we make to this policy. If we do make a change, we will notify you through ServInt's online portal ("the Portal"). Other than in an emergency, we will give you thirty (30) days' prior notice of any change. If such a change materially interferes with your ability to use the Services as you previously had, and such a use was not prohibited by law or our policies, you may terminate the Services you purchase from us with no termination penalty. If you do not, the new policy will become part of your contract with us on its effective date.

ServInt has qualified for the EU-US Privacy Shield Framework for the transmission and processing of personally identifiable information from the EU to the US. We adhere to the Privacy Shield Principles and are committed to subjecting to the Principles all personal data received from the EU in reliance on the Privacy Shield. This framework is administered by the U.S. Department of Commerce. We have self-certified to the Department of Commerce that we are in compliance with this framework, and we are also subject to the investigatory and enforcement powers of the Federal Trade Commission. General questions about this policy, or information that is not covered by the framework, should be directed to our Chief Executive Officer.

It is important for you to know that all information we collect may be provided to law enforcement officials, government entities or pursuant to civil litigation demands. We will provide you with written notice of such a request through the Portal except in the following circumstances: we are required not to by law, or we receive a request from a law enforcement agency not to do so. Because laws and regulations differ, we do not

guarantee that information we provide to law enforcement, regulatory and government entities will be kept confidential.

What data does ServInt collect?

There are three types of data that we collect: data that is required by us to provide Services to you, data that is automatically collected by us, and data you voluntarily provide to us. An example of data you voluntarily provide to us would be posts you make to our knowledgebase, forums and support tickets. This policy covers each of these types of data. However, if you provide data to us voluntarily, this policy may not provide the level of privacy for this data that you expect. Please consider this before providing that data to us. You may voluntarily connect with us on many different social networking platforms. Their privacy policies, not this privacy policy, govern that use of data. We may use social networking data to the fullest extent permitted by the privacy policies of the provider.

We collect the following personal information from you:

- **Contact Information.** This is information you are required to provide to us to enable us to contact you. Examples of contact information may include name, email address, mailing address, telephone number and facsimile information. Contact information may identify you personally.
- **Billing Information.** This is information you are required to provide to us to enable us to be paid for the Services, or for a third party to provide services through us to you. Examples of billing information may include credit card number, bank information, PayPal id, billing address, billing contact name, telephone numbers, email address. Billing information may identify you personally.
- **Password Information.** This is information that allows you to access the Services, technical support, the Portal and any third party services provided through us. Examples of password information may include user id, account number, password. Password information does not identify you personally, but may when associated with other information.
- **Technical Information.** This is information that allows us to configure the Services so that they are more easily provided to you. Examples of technical information may include your IP address, browser type, referring/exit pages, operating system, and affiliate id. Technical information does not identify you personally, but may when associated with other information.
- **Voluntary Information.** This is information you choose to provide to us and that is not necessary for the operation of the Services. Examples of voluntary information include submissions to our knowledge base and endorsements of us. It is your decision whether you include information that identifies you personally when you provide voluntary information to us.

How does ServInt use the data it collects?

We will use contact information as follows:

- To provide the Services to you;
- To notify members of our affiliate program that you have contacted us, or purchased Services from us, and pay them for this;
- To contact you about the Services;
- To contact you about our business and new products and services we offer;
- To allow third parties to provide their services through us to you; and
- To law enforcement, regulatory and government entities to whom we believe we are required to provide it by law.

ServInt may disclose contact information it collects to:

- Members of our affiliate program;
- Third-party providers whose services you have ordered, to enable them to provide their services to you through us; and
- Law enforcement, regulatory and government entities to whom we believe we are required to provide it by law

We do not make this information public. However, it is possible that this information may become public. For example, contact information may be provided to a domain name registrar who publishes that information in a “who-is” register. If you were referred to us by a member of our affiliate program, they may receive certain contact information from us. This information allows them to verify that they are being accurately paid for their referrals. We require them to keep this information confidential.

We will use billing information as follows:

- To provide the Services to you;
- To bill you, or have third party services bill you, for the Services;
- To allow third parties to provide their services through us to you; and
- To law enforcement, regulatory and government entities to whom we believe we are required to provide it by law.

ServInt may disclose billing information it collects to:

- Third-party billing service(s) that assist ServInt with its billing function;
- Third-party providers whose services you have ordered, to enable them to provide services to you through us; and
- Law enforcement, regulatory and government entities to whom we believe we are required to provide it by law.

We require third-party billing services and other service providers to whom we provide billing information to keep this information confidential.

We will use password information as follows:

- To provide the Services to you;
- To allow third parties to provide their services through us to you; and
- To law enforcement, regulatory and government entities to whom we believe we are required to provide it by law.

ServInt may disclose password information to:

- Third-party providers whose services you have ordered, to enable them to provide services to you through us; and
- Law enforcement, regulatory and government entities to whom we believe we are required to provide it by law.

We require third-party service providers to whom we provide Password Information to keep this information confidential.

We will use technical information as follows:

- To provide the Services to you;
- To allow third parties to provide their services through us to you;
- To troubleshoot the Services, and allow third parties to assist us in doing so; and
- To law enforcement, regulatory and government entities to whom we believe we are required to provide it by law.

ServInt may disclose technical information to:

- Third-party providers whose services you have ordered, to enable them to provide services to you through us;
- Third parties who assist ServInt with its troubleshooting function(s); and
- Law enforcement, regulatory and government entities to whom we believe we are required to provide it by law.

We require third parties to whom we provide technical information to keep this information confidential.

The Privacy Shield Principles describe ServInt's obligations with respect to personal information that we transfer to third parties. ServInt remains responsible and liable as provided in the Principles if the third party processes the personal information in a manner that is not consistent with the Principles, unless ServInt proves that it is not responsible for the event giving rise to the damage.

We will use voluntary information as follows:

- To enhance our services;
- To help third parties use our services; and
- In our advertising.

ServInt may disclose voluntary information to:

- Third parties who may need assistance in using our services.

It is important for you to know that all information we collect may be provided to law enforcement officials, government entities or pursuant to civil litigation demands. We will provide you with written notice of such a request through the Portal except in the following circumstances: we are required by law, or we receive a request from a law enforcement agency not to do so. Because laws and regulations differ, we do not guarantee that information we provide to law enforcement, regulatory and government entities will be kept confidential.

Other than in response to lawful requests by law enforcement, regulatory and government entities or to protect our business interests, we only share information that we collect with third parties identified herein or who are acting as our agents, and we only use such information for the purposes stated herein (or other purposes stated at the time of collection). Should our practices with respect to processing or use of such information change, we will provide you with notice (either by means of an amendment to this Privacy Policy or otherwise) and provide an opportunity for you to opt out.

Will you sell data?

Contact information, billing information, password information and technical information will only be sold in conjunction with the sale of all or a portion of our business.

Can I opt out?

You may opt out of receiving information about our business, new products, and the services we offer. Simply uncheck the “mailing list” option under the contact information section in the Portal. Once you provide voluntary information to us, you may not opt out of its use.

How do I change the information you collect or limit disclosure?

You have the right to access the information we collect and to limit its use or disclosure as provided in this paragraph. To access or change any of the information set out in this policy other than voluntary information, you need to log into your customer Portal and change or modify it. For information we control, these changes will be immediate. However, it may take some time for third parties to change your information. This is particularly true of certain types of contact information and technical information. For

example, if you change your contact information, it may take several days for a domain name registrar to make those changes. You should never assume that any changes to that type of information will be immediate. Once you provide voluntary information to us, you may not change it.

Information tracking programs.

Our site uses information tracking programs. These programs may be cookies, single-pixel gifs (Web beacons) or other technology that provides us with information about your activities on our site and the internet in general. Information tracking programs do things like keep track of your preferences and profile information so that you do not have to enter that information each time you visit our site (Preferences), or to modify our site so that it presents information to you that we believe you will find helpful. These programs may also collect usage and volume statistical information. Other than Preferences, no personally identifiable information is collected by us. We do not provide the Preferences to third parties.

If you do not want your Preferences stored on your computer, you can deselect this option when you are asked for this information. If you wish to change the Preferences after you chose to have them stored, you may log into your customer portal and change them. For information collected other than the Preferences, it is your obligation to configure your browser so that this information is not collected.

This website uses the Google AdWords remarketing service to advertise on third party websites (including Google) to previous visitors to our site. It could mean that we advertise to previous visitors who haven't completed a task on our site, for example using the contact form to make an enquiry. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the ServInt website. Any data collected will be used in accordance with our own privacy policy and Google's privacy policy.

How do you secure this information?

The information is stored on secured servers configured to allow only authorized access. This information is encrypted when required by the laws that generally apply to our industry or as required by our vendors. We make commercially-reasonable efforts to secure your data, using industry-standard best practices; however, we disclaim, and you release us from, any liability for security breaches.

I have more questions. Who do I contact?

If you are a current customer, the fastest way for you to contact us about this policy is to open a support ticket through your customer portal. If you would rather contact us by email, you may email us at admin@servint.com.

If you are not a customer, please email us at: admin@servint.com.

If you have a complaint or dispute concerning Privacy Shield or this policy, please contact us at: admin@servint.com. In the event a complaint relating to Privacy Shield cannot be resolved between us, ServInt has elected to cooperate with EU Data Protection Authorities (DPAs). Under certain circumstances, you may also have the right to invoke binding arbitration.

To learn more about the Privacy Shield program, and to view ServInt's certification, please visit <https://www.privacyshield.gov/welcome>.