

## USER PRIVACY POLICY

This User Privacy Policy of Kibble Connect LLC ("Kibble Connect," or "Company") covers the collection, use, and disclosure of company and/or personal information that may be collected by Kibble Connect anytime user ("User") interact with Kibble Connect, such as when User visit Company's website or use one of Company's apps, when User purchases Company's products and services online, or when User calls our sales or support associates. Please take a moment to carefully read the following to learn more about Company's information practices, including what type of information is gathered, how the information is used and for what purposes, to whom Company discloses the information, and how Company safeguards Company's personal information. Company's privacy is a priority at Kibble Connect, and the Company goes to great lengths to protect it.

### **1. Reasons Kibble Connect Collects Personal Information**

Company collects User's personal information because it helps Company deliver a superior level of customer service. It enables Company to give User convenient access to our products and services and focus on categories of greatest interest to User. In addition, User's personal information helps Company keep User posted on the latest product announcements, special offers, and events that User might like to hear about.

### **2. Information Kibble Connect Collects and How the Information May be Used**

There are a number of situations in which User's personal information may help Company give User better products. For example:

Company may ask for User's personal information when User is discussing a service issue on the phone with an associate, participating in an online survey, posting a donation, requesting a donation, or purchasing a product.

When User interact with Kibble Connect, Company may collect personal information relevant to the situation, such as User's name, mailing address, phone number, e-mail address, and contact preferences; User's credit card information; and information relating to a support or service issue.

Company collects information regarding customer activities on Company's websites. This helps Company to determine how best to provide useful information to customers and to understand which parts of our websites, products, and Internet services are of most interest to them.

Company may use personal information to provide products that User has requested as well as for auditing, research, and analysis to improve our products.

This information may be shared with third parties or in special circumstances as described elsewhere in this policy.

### **3. User's Online Username and Related Information**

Company's website allows User to create a 'Username' based on User's company and/or personal information. In order to create User's Username, User will need to create a personal or company profile by providing User's name or company name, phone number, email address, EIN (if registering as a recipient) and in some cases User's mailing address or a credit card number.

### **4. Publicly Displayed Information is Public**

If User use a bulletin board or chat room on our website, User should be aware that any information User share is visible to other users. Personally identifiable information User submits to one of these forums can be read, collected, or used by other individuals to send User unsolicited messages. Kibble Connect is not responsible for the personally identifiable information User chooses to submit in these forums. For example, if User chooses to make information, which was previously non-public, available by enabling certain user features, Kibble Connect will collect that information from User interaction and the information will become publicly available.

### **5. When Kibble Connect Discloses User Information**

Company takes User privacy very seriously. Company does not sell or rent User's contact information to other marketers.

Company also reserves the right to disclose User's company and/or personal information for any reason if, in our sole discretion, Company believes that it is reasonable to do so, including credit agencies, collection agencies, merchant database agencies, law enforcement, litigation or to satisfy laws, such as the Electronic Communications Privacy Act, the Child Online Privacy Act, regulations, or governmental or legal requests for such information. Company may also disclose company and/or personal information that is necessary to identify, contact, or bring legal action against someone who may be violating our contracts, policies and procedures. Finally, Company may also disclose information about User if Company determines that for national security, law enforcement, or other issues of public importance, disclosure is necessary.

### **6. How Kibble Connect Protects User's Personal Information**

Company takes precautions-including administrative, technical, and physical measures-to safeguard User's personal information against loss, theft, and misuse, as well as unauthorized access, disclosure, alteration, and destruction.

Company's websites use Secure Sockets Layer (SSL) encryption on all web pages where personal information is required and to make online purchases User must use an SSL-enabled browser in order to protect the confidentiality of User's personal and credit card information while it's transmitted over the Internet. User can help Company by also taking precautions to protect User's personal data when User are on the Internet. Change User's passwords often using a combination of letters and numbers, and make sure User use a secure web browser.

While Company makes every effort to ensure the integrity and security of our network and systems, Company cannot guarantee that our security measures will prevent third-party "hackers" from illegally obtaining User's personal information.

## **7. Integrity of User's Personal Information**

Company has safeguards in place to keep User's personal information accurate, complete, and up to date for the purposes for which it is used. User always have the right to access and correct the personal information User have provided and can help Company ensure that User's contact information and preferences are accurate, complete, and up to date by checking at [www.kibbleconnect.com](http://www.kibbleconnect.com).

## **8. Privacy of Children**

Protecting children's privacy is especially important to Company. Kibble Connect recognizes that parents, guardians, or other adults often purchase our products for family use, including use by minors. Company does not knowingly collect personal information from children under 13. If a child under 13 submits personal information to Kibble Connect and Company learns that personal information is the information of a child under 13, Company will attempt to delete the information as soon as possible. It is our policy to comply with the Children's Online Privacy Protection Act of 1998 and all other applicable laws. Therefore, Company restricts our website to persons 18 years or older.

USER MUST BE EIGHTEEN (18) YEARS OR OLDER TO ACCESS THE COMPANY'S WEBSITE. IF USER IS UNDER EIGHTEEN YEARS OF AGE, USER IS NOT PERMITTED TO ACCESS THE COMPANY'S WEB SITE FOR ANY REASON. DUE TO THE AGE RESTRICTIONS FOR USE OF THAT WEBSITE, NO INFORMATION OBTAINED BY THAT WEBSITE FALLS WITHIN THE CHILDREN'S ONLINE PRIVACY PROTECTION ACT OF 1998 AND IS NOT MONITORED AS DOING SO.

## **9. Cookies and Other Technologies**

Company uses cookies and other technologies to remember recent image folder settings, recent activity, and to time stamp when User last accessed the site. Additionally, Company uses cookies to customize User's experience and provide greater convenience each time User interacts with Company.

Please note that if User decides to disable User's cookies, certain features of our website will not be available.

As is true of most websites, Company gathers certain information automatically and store it in log files. This information includes Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. Company uses this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic

information about our user base as a whole. The Company will not use the information collected to market directly to that person.

In some of our email messages Company uses a "click-through URL" linked to content on our website. When customers click one of these URLs, they pass through our web server before arriving at the destination web page. Company tracks this click-through data to help Company determine interest in particular topics and measure the effectiveness of our customer communications. If User prefers not to be tracked simply avoid clicking text or graphic links in the email.

In addition, Company uses pixel tags-tiny graphic images-to tell Company what parts of our website customers have visited or to measure the effectiveness of searches customers perform on our site. Pixel tags also enable Company to send e-mail messages in a format that customers can read. And they tell Company whether emails have been opened to ensure that Company is sending only messages that are of interest to Company's customers. Company may use this information to reduce or eliminate messages sent to a customer. Company stores all this information in a secure cloud database.

## **10. International Users**

The Company abides by the safe harbor framework set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information collected from the European Union.

## **11. Links to Sites of Other Companies**

Our website has links to the sites of other companies. Company is not responsible for their privacy practices. Company encourages User to learn about the privacy policies of those companies.

## **12. Further Questions Regarding Privacy**

If User has questions or concerns about Kibble Connect's Customer Privacy Policy or data processing, please contact Company at [contact@kibbleconnect.com](mailto:contact@kibbleconnect.com). Company will respond to User's inquiry within 30 days.

Naturally, if User notifies Company that user does not want Company to use User information for a particular purpose, Company will not do so.

## **13. Effective Date; Updates to Privacy Policy**

The terms and conditions in this policy statement came into effect on August 8, 2020. Company reserves the right to revise, amend, or modify this policy at any time and in any manner. When Company changes the policy in a material way a notice will be posted on our website along with the updated privacy policy. User's use of our website and any other services provided by Company after such changes are implemented constitutes User's acknowledgment and acceptance of these changes. Please consult this privacy statement prior to every use for any changes.

#### **14. Notice of Compliance to California Residents**

California law requires that Company provides User with a summary of User's privacy rights under the California Online Privacy Protection Act ("California Act") and the California Business and Professions Code. As required by the California Act, this privacy policy identifies the categories of personally identifiable information that Company collects through our website about individual consumers who use or visit our website and the categories of third-party persons or entities with whom such personally identifiable information may be shared.

Depending on the visitor's activity at our website, certain "personally identifiable information" (as that term is defined in the California Act) may be collected, in addition to information set forth in other sections of this document. For purposes of the California Act, the term "personally identifiable information" means individually identifiable information about an individual consumer collected online by Company from an individual and maintained by Company in an accessible form, and may include any of the following:

- (a) A first and last name.
- (b) A home or other physical address, including street name and name of a city or town.
- (c) An email address.
- (d) A telephone number.
- (e) A social security number.
- (f) Any other identifier that permits the physical or online contacting of a specific individual.
- (g) Information concerning a user that the website collects online from the user, and maintains in personally identifiable form, in combination with an identifier described within this privacy policy.

See Section 7 above entitled "Integrity of User's Personal Information" for a description of the process maintained by the Company for an individual consumer who uses or visits our website to review and request changes to any of his or her personally identifiable information that is collected through our website.

See Section 15 above entitled "Effective Date; Updates to Privacy Policy" for a description of the process by which the Company notifies consumers who use or visit our website of material changes to the Company's privacy policy. The effective date of this privacy policy is also included in Section 15 above.