



PRIVACY POLICY

This Privacy Policy covers the information we collect about you when you use our products or services, or otherwise interact with us. We, us, and all such pronouns refer to iFieldSmart Technologies, LLC, and any of our corporate affiliates, licensors, partners, contractors, and agents. We refer to all of the products, together with our other services and websites as “Services” in this policy. If you do not agree with this policy, please navigate away from this website, do not access or use our Services, or interact with any other aspect of our business.

Where we provide the Services under contract with an organization (for example your employer) that organization controls the information processed by the Services and is the data controller.

What information we collect about you

As a general matter, we collect information about you when you input it into the Services or otherwise provide it directly to us.

Information we collect from the Services

Generally, these are the information we will collect:

- Your full name, including your first name and last name
- Your email address
- Your phone number
- Your location
- Your company information
- Photos
- Your digital signature

How we use information we collect

We may use the information as follows:

To provide the Services and personalize your experience: We use information about you to provide the Services to you, including to process transactions with you, authenticate you when you log in, provide customer support, and operate and maintain the Services. For example, we use the name and picture you provide in your account to identify you. We may use your email domain to infer your affiliation with a particular organization or industry to personalize the content and experience you receive on our websites.

For research and development: We are always looking for ways to make our Services smarter, faster, secure, integrated, and useful to you. We use collective learnings about how people use our Services and feedback provided directly to us to troubleshoot and to identify trends, usage, activity patterns and areas for integration and improvement of the Services. In some cases, we apply these learnings across our Services to improve and develop similar features or to better integrate the services you use. We also test and analyze certain new features with some users before rolling the feature out to all users.

To communicate with you about the Services: We may use your contact information to send transactional communications via email and within the Services, including confirming your purchases, reminding you of subscription expirations, responding to your comments, questions, and requests, and sending you messages. These communications are part of the Services and in most cases, you cannot opt out of them.

To market, promote and drive engagement with the Services: We may use your contact information and information about how you use the Services to send promotional communications that may be of specific interest to you. These communications are aimed at driving engagement and maximizing what you get out of the Services, including information about new features, survey requests, newsletters, and events we think may be of interest to you. You can control whether you receive these communications.

Customer support: We may use your information to resolve technical issues you encounter, to respond to your requests for assistance, to analyze crash information, and to repair and improve the Services.

For safety and security: We may use information about you and your Service use to verify accounts and activity, to monitor suspicious or fraudulent activity and to identify violations of Service policies.

To protect our legitimate business interests and legal rights: Where required by law or where we believe it is necessary to protect our legal rights, interests and the interests of others, we may use information about you in connection with legal claims, compliance, regulatory, and audit functions, and disclosures in connection with the acquisition, merger or sale of a business.

With your consent: We may use information about you where you have given us consent to do so for a specific purpose not listed above. For example, we may publish testimonials or featured customer stories to promote the Services, with your permission.

Legal bases for processing (for EEA users):

If you are an individual in the European Economic Area (EEA), we may collect and process information about you only where we have legal bases for doing so under applicable EU laws. The legal bases depend on the Services you use and how you use them. This means we collect and use your information only where:

- We need it to provide you the Services, including to operate the Services, provide customer support and personalized features and to protect the safety and security of the Services;
- It satisfies a legitimate interest (which is not overridden by your data protection interests), such as for research and development, to market and promote the Services and to protect our legal rights and interests;
- You give us consent to do so for a specific purpose; or
- We need to process your data to comply with a legal obligation.
- If you have consented to our use of information about you for a specific purpose, you have the right to change your mind at any time, but this will not affect any processing that has already taken place. Where we are using your information because we or a third party (e.g., your employer) have a legitimate interest to do so, you have the right to object to that use though, in some cases, this may mean no longer using the Services.

How we share information we collect

We may share information through the Services and potentially with third parties. We share information we collect about you in the ways discussed below, including in connection with possible business transfers, but we are not in the business of selling information about you to advertisers or other third parties. When you use the Services, we may share certain information about you with other Service users. If you create content, which may contain information about you, you grant permission to others to see, share, edit, copy, and download that content based on your settings.

We may share information with third parties that help us operate, provide, improve, integrate, customize, support and market our Services. We work with third-party service providers to obtain services such as hosting, maintenance, backup, storage, virtual infrastructure, payment processing, analysis, and other services for us, which may require them to access or use information about you. If a service provider needs to access information about you to perform services on our behalf, they do so under close instruction from us, including policies and procedures designed to protect your information.

We may share information about you with a third party if we believe that sharing is reasonably necessary to (a) comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements, (b) enforce our agreements, policies and terms of service, (c) protect the security or integrity of our

products and services, (d) protect ourselves, our customers or the public from harm or illegal activities, or (e) respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person.

We share information we collect with affiliated companies and, in some cases, with prospective affiliates. Affiliated companies are companies owned or operated by us. The protections of this privacy policy apply to the information we share in these circumstances. We may share information we have about you with other corporate affiliates in order to operate and improve products and services and to offer other affiliated services to you, and in connection to any merger, sales, or acquisitions.

How we store and secure information we collect

Information storage and security

We use data hosting service providers in the United States to host the information we collect, and we use technical measures to secure your data. While we implement safeguards designed to protect your information, no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that data, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

Data portability: Data portability is the ability to obtain some of your information in a format you can move from one service provider to another (for instance, when you transfer your mobile phone number to another carrier). Depending on the context, this applies to some of your information, but not to all of your information. Should you request it, we will provide you with an electronic file of your basic account information and the information you create on the spaces you under your sole control, like your personal profile.

How we transfer information we collect internationally

International transfers of information we collect

We collect information globally and primarily store that information in the United States. We may transfer, process, and store your information outside of your country of residence, to wherever we or our third-party service providers operate for the purpose of providing you the Services. Whenever we transfer your information, we take steps to protect it.

International transfers within affiliated entities: To facilitate our global operations, we transfer information to/from United States and allow access to that information from countries owned or operated companies have operations for the purposes described in this policy. These countries may not have equivalent privacy and data protection laws to the laws of many of the countries where our customers and users are based. When we

share information about you within and among our corporate affiliates, we make use of standard contractual data protection clauses.

Privacy Shield Notice

We comply with the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks and the Privacy Shield Principles regarding the collection, use, and retention of information about you that is transferred from the European Union or Switzerland (as applicable) to the U.S. We ensure that the Privacy Shield Principles apply to all information about you that is subject to this privacy policy and is received from the European Union, the European Economic Area, and Switzerland.

In compliance with the Privacy Shield Principles, we commit to resolve complaints about our collection or use of your personal information. EU and Swiss individuals with inquiries or complaints regarding our Privacy Shield policy should first contact us at:

clientrelations@ifieldsmart.com

or by mail at:

iFieldSmart Technologies, LLC
19940 Smith Circle
Ashburn, VA 20147

Other information

We may change this privacy policy from time to time. We will post any privacy policy changes on our website. We encourage you to review our privacy policy whenever you use the Services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this privacy policy, you must stop using the Services and deactivate your account(s).

Contact Us

Your information is controlled by us. If you have questions or concerns about how your information is handled, please direct your inquiry to us, which we have appointed to be responsible for facilitating such inquiries or, if you are a resident of the European Economic Area, please contact our EU Representative.

clientrelations@ifieldsmart.com

or by mail at:

iFieldSmart Technologies, LLC
19940 Smith Circle
Ashburn, VA 20147