

# **Resolute 360 LLC**

## **PRIVACY POLICY**

This Privacy Policy discloses the privacy practices for the mygo.resolute-360.com website, Resolute 360 software, and their respective mobile applications (the “Software”). Resolute 360, LLC (“Resolute 360”) the provider of the Software (referred to as “us” or “we”), is committed to protecting your privacy online. You acknowledge that by accessing or using our Software, you agree to be bound by the Terms of Use of this Software (“Terms”). This Privacy Policy is part of such Terms. If you do not agree to the Terms, please do not access or use this Software.

We reserve the right to change this Privacy Policy at any time. Such changes, modifications, additions or deletions shall be effective immediately upon notice thereof, which may be given by posting the revised Privacy Policy on this page. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and to be aware of any modifications. Your continued use of the Software after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by the modified Privacy Policy.

The following information discusses issues relating to your privacy and the Privacy Policy of Resolute 360.

### **What information do we collect from you?**

In order to better provide you with our numerous services, we collect two types of information about our users: Personally Identifiable Information and Non-Personally Identifiable Information. Our primary goal in collecting information from you is to provide you with a smooth, efficient, and customized experience while using our Software and to provide you with information and advertisements which may be of interest to you.

“Personally Identifiable Information” refers to information that lets us know the specifics of who you are. When you engage in certain activities on this Software, such as registering for a membership, ordering a product or service, submitting content, entering a contest or sweepstakes, filling out a survey, or sending us feedback, we may ask you to provide certain information about yourself by filling out and submitting an online form. It is completely optional for you to engage in these activities. If you elect to engage in these activities, however, we may ask that you provide us personal information, such as your first and last name, mailing address (including zip code), e-mail address, employer, job title and department, telephone and facsimile numbers, and other personal identifying information. When ordering products or services on the Software, you may be asked to provide a credit card number. Depending upon the activity, some of the information we ask you to provide is identified as mandatory and some as voluntary. If you do not provide the mandatory data with respect to a particular activity, you will not be able to engage in that activity.

“Non-Personally Identifiable Information” refers to information that does not by itself identify a specific individual. We gather certain information about you based upon where you visit on our Software in several ways. This information is compiled and analyzed on both a personal and an aggregated basis. This information may include the Web Software's Uniform Resource Locator (“URL”) that you just came from, which URL you go to next, what browser you are using, and your Internet Protocol (“IP”) address. An URL is the global address of documents and other resources on the World Wide Web. An IP address is an identifier for a computer or device on a Transmission Control Protocol/Internet Protocol (“TCP/IP”) network, such as the World Wide Web. Networks like the Web use the TCP/IP protocol to route information based on the IP address of the destination. In other words, an IP address is a number that is automatically assigned to your computer whenever you are surfing the web, allowing web servers to locate and identify your computer. Computers require IP addresses in order for users to communicate on the Internet.

### **Where do we collect information from you and how do we use it?**

We do not collect any Personally Identifiable Information about you unless you voluntarily provide it to us. You provide certain Personally Identifiable Information to us when you:

- (a) register for our services and register your e-mail address with us;
- (b) post information about yourself on our Software;
- (c) enter sweepstakes or contests sponsored by us or one of our partners;
- (d) sign up for special offers from selected third parties;
- (e) send e-mail messages, submit forms or transmit other information by telephone or letter; or
- (f) submit your credit card or other payment information when ordering and purchasing products and services on our Software.

We may also collect information from you at other points on our Software that state that such information is being collected.

In addition, we may also collect, or our third party ad server and/or content server may collect, certain Non-Personally Identifiable Information. This may include information IP address, browser type, your home page customization preferences, operating system, the name of your internet service provider, device information such as your hardware information, mobile provider, and device identifier, device settings, and crash data, the web page visited before accessing our Software or after you leave our Software, the pages or features of our Software to which you accessed or browsed and the time spent on those pages or features, search terms and advertising clicks/actions, the links on our Software that you clicked on and other statistics. This information is ultimately stored in the form of store categories, and, in some cases, specific URLs. We use your IP address to diagnose problems with our servers, software, to administer our Software and to gather demographic information. Our third party ad servers will also provide us with summary, but not individual, reports that will tell us how many advertisements were presented and clicked during use of our Software.

We will primarily use your Personally Identifiable Information to provide our services to you, as required by our agreements with you. Personally Identifiable Information that you post in forums will be available for others to view. We will also use Personally Identifiable Information to enhance the operation of our Software, fill orders, improve our marketing and promotional efforts, statistically analyze Software use, improve our product and service offerings, and customize our Software's content, layout, and services. We may use Personally Identifiable Information to deliver information to you and to contact you regarding administrative notices. We may also use Personally Identifiable Information to resolve disputes, troubleshoot problems and enforce our agreements with you, including our Terms of Use and this Private Policy.

#### **With whom do we share your information?**

We do provide some of our services through contractual arrangements with select affiliates, services providers, partners and other third parties. We and our service partners use your Personally Identifiable Information to operate our Software and to deliver our services.

We will encourage our service partners to adopt and post privacy policies. However, the use of your Personally Identifiable Information by our service partners is governed by the privacy policies of those service partners, and is not subject to our control.

We use analytics services including Google Analytics provided by Google, Inc., to gather information about how users engage with our Software. For more information or to opt out visit [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/). We also may use certain tools offered by Facebook, Inc. that enable it to collect or receive information about actions users take on our Software and elsewhere on the internet through use of cookies, web beacons and other storage technologies. For more information visit: <https://www.facebook.com/policy.php>.

Occasionally we may be required by law enforcement or judicial authorities to provide Personally Identifiable Information to the appropriate governmental authorities. We will disclose Personally Identifiable

Information upon receipt of a court order, subpoena, or to cooperate with a law enforcement investigation. We fully cooperate with law enforcement agencies in identifying those who use our services for illegal activities. We reserve the right to report to law enforcement agencies any activities that we in good faith believe to be unlawful.

We may also provide Non-Personally Identifiable Information about our customers' sales, traffic patterns, and related Software information to third party advertisers, but these statistics do not include any Personally Identifiable Information.

### **How can you update or correct your Personally Identifiable Information?**

We believe you should have the ability to access and edit the Personally Identifiable Information that you have provided to us. You may change any of your Personally Identifiable Information in your account online at any time by linking to your account in accordance with instructions posted elsewhere on this Software. You may also access and correct your personal information and privacy preferences by writing us at [developer@resolute-360.com](mailto:developer@resolute-360.com). Please include your name, address, and/or e-mail address when you contact us.

We encourage you to promptly update your Personally Identifiable Information if it changes. You may ask to have the information on your account deleted or removed; however, because we keep track of past transactions, you cannot delete information associated with past transactions on this Software. In addition, it may be impossible to completely delete your information without some residual information because of backups.

### **What are your choices regarding collection, use, and distribution of your information?**

We may, from time to time, send you e-mail and/or text message regarding our products and services. In addition, if you indicated upon registration that you are interested in receiving offers or information from us and our partners, we may occasionally send you direct mail about products and services that we feel may be of interest to you. However, we will make every effort to ensure that you have the ability to opt-out of the sharing of such data with such partners. Only Resolute 360 (or agents working on behalf of Resolute 360 or its affiliates and under contractual agreements) will send you these direct mailings and only if you indicated that you do not object to these offers. If you do not want to receive such mailings, simply email us at [developer@resolute-360.com](mailto:developer@resolute-360.com) when you give us your personal information. Or, at any time you can easily edit your account information to no longer receive such offers and mailings.

You also have choices with respect to cookies, as described below. By modifying your browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set, or to reject all cookies. If you choose to reject all cookies some parts of our Software may not work properly in your case.

### **What security precautions are in place to protect against the loss, misuse, or alteration of your information?**

When using our Software you can be assured that your Personally Identifiable Information is secure, consistent with current industry standards. The importance of security for all Personally Identifiable Information associated with our users is of utmost concern to us. We recommend that you do not divulge your password to anyone. In addition, your Personally Identifiable Information resides on a secure server that only selected Resolute 360 personnel, contractors and affiliates have access to via password.

Personal information that you provide that is not Personally Identifiable Information also resides on a secure server and is only accessible via password. Since this information is not accessible from outside Resolute 360 you will not be asked to select a password in order to view or modify such information.

In order to most efficiently serve you, credit card transactions and order fulfillment are handled by established third party banking, processing agents and distribution institutions. They receive the information needed to verify and authorize your credit card or other payment information and to process and ship your order.

We encrypt sensitive data when using our Software with SSL or other technologies. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your Personally Identifiable Information, you acknowledge that: (a) there are security and privacy limitations of the Internet which are beyond our control; (b) the security, integrity and privacy of any and all information and data exchanged between you and us through this Software cannot be guaranteed; and (c) any such information and data may be viewed or tampered with in transit by a third party.

### **Do we use “cookies” and “web beacons”?**

Yes. When you use our Software we will store cookies on your computer in order to facilitate and customize your use of our Software. A cookie is a small data text file, which a Web Software stores on your computer's hard drive (if your Web browser permits) that can later be retrieved to identify you to us. For example, our cookies may store randomly assigned user identification numbers, the country where you are located, and your first name to welcome you back to our Software. The cookies make your use of the Software easier, make the Software run more smoothly and help us to maintain a secure Software. You are always free to decline our cookies if your browser permits, but some parts of our Software may not work properly in that case.

We may use an outside ad serving company to display advertisements on our Software. As part of their service, they will place a separate cookie on your computer. We will not provide any third-party ad server with any of your Personally Identifiable Information or information about your purchases. We and our third party ad server will collect and use Non-Personally Identifiable Information about you, such as your IP address, browser type, the server your computer is logged onto, the area code and zip code associated with your server and whether you responded to a particular ad. Other advertisers may also place advertisements on our Software in the same manner as above, but we will not disclose any Personally Identifiable Information to them.

We may also use web beacons which are tiny graphics with a unique identifier that may be included on our Services for several purposes, including to deliver or communicate with Cookies, to track and measure the performance of our Services, to monitor how many visitors view our Services, and to monitor the effectiveness of our advertising. Unlike Cookies, which are stored on the device, Web Beacons are typically embedded invisibly on web pages (or in an e-mail).

### **What should you know about privacy policies and data collection at any third party software accessible from our Software?**

Except as otherwise discussed in this Privacy Policy, this document only addresses the use and disclosure of information we collect from you. Other software accessible through our Software has its own privacy policies and data collection, use and disclosure practices. Please consult each software's privacy policy. We are not responsible for the policies or practices of third parties. Additionally, other companies which place advertising on our Software may collect information about you when you view or click on their advertising through the use of cookies. We cannot control this collection of information. You should contact these advertisers directly if you have any questions about their use of the information that they collect.

### **What else should you know about your privacy online?**

Our software is not directed to children under 13 years old. Therefore you must be at least 13 years old to have our permission to use this Software. Please note in some countries you must be at least 18 years old. Our policy is that we do not knowingly collect, use or disclose Personally Identifiable Information about visitors that are under 13 years of age without prior parental consent. If you are under the age of 13, please do not provide personal information of any kind whatsoever. If we learn that we have received personal information from a child under the age of 13, we will take steps to delete such information or to obtain verifiable parental consent.

You should also be aware that when Personally Identifiable Information is voluntarily disclosed (i.e. your name, e-mail address, etc.) in the public areas on this Software, that information, along with any information disclosed in your communication, can be collected and used by third parties and may result in unsolicited messages from third parties. Such activities are beyond our control and this Policy does not apply to such information. Any submissions to public areas on this Software are accepted with the understanding that they are accessible to all third parties. If you do not want your comments to be viewed by third parties, you are advised not to make any submissions. Ultimately, you are solely responsible for maintaining the secrecy of your password and/or account information. Please be careful and responsible whenever you're online.

If you are located outside of the United States, you should know that the information you provide to us is being transmitted to us and processed in the United States and will be protected subject to this privacy policy and United States laws, which may not be as protective as the laws in your country. Also, our Software places cookies and local shared objects on your computer or device which are further described above. By using the Software, you agree to this.

If you have any questions about this Privacy Policy, the practices of this Software, or your dealings with this Software, please contact us by sending an email to: [developer@resolute-360.com](mailto:developer@resolute-360.com).

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