

Chain.io Privacy Policy

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Aspect 9, LLC (“Aspect 9”, “we”, “our” or us”) is committed to protecting your privacy. This Privacy Policy outlines Aspect 9's practices regarding the collection, sharing and use of information from users of the Chain.io website and online supply chain management services delivered through the Chain.io website (collectively, the “Website”). For purposes of this Privacy Policy, a “user” of the Website includes any trading partner or service provider of an account holder whom the account holder authorizes to access its data through the Website, as well as any third-party reseller (a “Reseller”) of Aspect 9's online supply chain management services who accesses the Website in connection with a customer account. This Privacy Policy applies to all information collected from interactions between us and users of the Website, including interactions (like e-mail correspondence) that may take place off the Website.

Consent to Privacy Policy

By signing up for or using the Website, you consent to the collection, sharing and use of your information as described herein. If we should ever make changes to this Privacy Policy, we will post the updated Privacy Policy on the Website and change the “Last Updated” date at the top of this Privacy Policy so that you will always know what information we collect and how we use and share it.

Personally Identifiable Information

No personally identifiable information about you is collected through the Website or shared with a third party except as disclosed in this Privacy Policy.

When you sign up for the Website, we ask you to provide personally identifiable registration information (such as username, password, e-mail address, telephone number,

mailing address and/or other contact information) and demographic information (such as location, size and characteristics of your company, industry classification and preferences). We also collect and store other types of personally identifiable information that you choose to submit to us or that you must submit to obtain certain services or use certain features of the Website – for example, comments you provide, information relating to your support requests, supply chain data for your company that you store through the Website, and data from files you choose to upload to the Website. In addition, if you purchase access to the Website directly from us and not from a Reseller, you will be asked to provide your credit or debit card number and other financial information for billing purposes. You may always choose not to provide personally identifiable information, but this may prevent you from utilizing certain features and services on the Website.

We also collect information that is potentially personally identifiable, such as Internet Protocol (IP) address information from our logged-in users. We may supplement the personally identifiable and potentially personally identifiable information we collect from you with information we acquire from other sources.

Technical and Aggregate Information

Aspect 9 also collects certain technical information from users of the Website (often through cookies and other automatic information-gathering technologies). Technical information we may collect includes your browser type, language preference, operating system, referring site, the date and time of each user visit or request, the pages visited on the Website, and any discussion forums visited. We may also collect statistical information about the behavior of Website users on an aggregated, anonymous basis, i.e., that does not identify you as the subject or source of the information. Aspect 9 may display aggregated, anonymous information publicly or provide it to others.

How We Use Your Information

Information is used solely for the purposes stated in this Privacy Policy. Our employees and service providers who may access your personally identifiable information are required to respect your privacy and abide by the principles set out in this Privacy Policy.

Aspect 9 uses personally identifiable and non-personally identifiable information to

- create and manage your account;
- process your transactions;
- communicate with your trading partners and service providers to provide services requested by you;
- provide customer support;
- solicit feedback;
- perform research and analysis aimed at improving our products, services and technologies;
- display content that is customized to your interests and preferences;
- provide you with newsletters, RSS feeds, or other communications or services which you have signed up for or otherwise agreed to receive; and

- send account- or transaction-related communications such as welcome letters and transaction confirmations. Unless you indicate a preference not to receive such information when you sign up for the Website, we may also send you surveys and marketing communications to inform you of new products or services or other information or offers that may be of interest, and/or updates about Aspect 9 or the Website. These surveys, marketing communications, or updates may come from Aspect 9 or our service providers. If you do not wish to continue to receive surveys, marketing communications or updates, you may indicate this preference by following the "unsubscribe" or "opt-out" instructions included within each e-mail communication. Please keep in mind that, even if you choose not to receive marketing communications, you may continue to receive transactional or account communications (e.g., confirmation e-mails) and other communications which are required or permitted by applicable law.

If you send us a request (for example via a support e-mail or via one of our feedback mechanisms), we reserve the right in appropriate circumstances to publish it on the Website in order to help us clarify or respond to your request or to help us support other users.

Information Collected Using Cookies and Other Technologies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Aspect 9 uses cookies to help Aspect 9 identify and track visitors, their usage of the Website, and their Website access preferences. We use cookies to uniquely identify your session so that we can provide you with a more efficient user experience while using our Website. While we may use cookies to identify your computer or browser, and to collect other technical, aggregated or demographic information, we do NOT use cookies to collect personally identifiable information such as your name, address, contact information or financial information.

Most browsers automatically accept cookies. Users who do not wish to have cookies placed on their computers can set their browsers to refuse cookies; **however, you will not be able to utilize the Website if you do not accept cookies.**

In addition to cookies, we or our service providers may use web beacons, pixels and similar technologies on our Website and in e-mail messages or newsletters. These tiny electronic images can be used to assist us in determining how many users have visited certain pages or opened messages or newsletters. However, we do NOT use these images to collect personally identifiable information.

Information Sharing

Except as set out in this Privacy Policy, Aspect 9 does not disclose, sell or rent your personally identifiable information to any third parties.

Aspect 9 discloses personally identifiable information and potentially personally identifiable information (such as your IP address) only to those of its employees, service providers and affiliated organizations that (i) need to know that information in order to process it on our behalf or to provide, operate or provide services for the Website, and (ii) have agreed to protect personal information to the same extent as Aspect 9, including not using it for any improper purpose. Some of those employees, service providers and affiliated organizations may be located outside of your home country; by using the Website, you consent to the transfer of such information to them. For example, we may engage other companies to handle the processing of payments, to provide data storage, to host the Website, to assist in marketing Aspect 9's products or services, to conduct audits, to provide web analytics, etc.

We do not share your personally identifiable information with unaffiliated third parties for their own direct marketing use.

You may choose to authorize third parties, such as your service providers and trading partners, to access your Website account and view, retrieve, modify and supplement your data stored under your account as necessary for your internal business operations. By doing so, you authorize Aspect 9 to communicate with these third parties for purposes of providing support and otherwise servicing your account, and, in the course of such communications, to share data with them to which they would otherwise have access through the Website, as well as any other information we deem necessary in order to provide the support and servicing you have requested. Furthermore, if you have purchased access to the Website through a Reseller, the Reseller is automatically authorized to access your account and all data stored under your account; in addition, you authorize Aspect 9 to share all such data, as well as any other information relating to your account or your communications with us, with the Reseller in the course of our relationship with such Reseller or in connection with the support or servicing of your account. As a courtesy to you, we will attempt to copy your designated representative (or the designated representative of your Reseller, if you have purchased access to the Website through a Reseller) on all written or electronic communications relating to your account between Aspect 9 and a service provider or trading partner of yours. **Any authorization of third parties to access your account and your data is entirely at your own risk. Please be aware that we do not monitor these third parties' usage of your information. If you are a trading partner or service provider of another Chain.io user who has authorized you to access the data stored under its account, or if you are a Reseller for another Chain.io user, we may share information about your communications and interactions with us relating to that user with the user in connection with the support or servicing of its Website instance.**

We may disclose personally identifiable information to cooperate with law enforcement authorities, a court or administrative agency, or other governmental authority in connection with an investigation or where required by applicable law. We may also disclose any activities or information about you to law enforcement, other government officials or other third parties (such as intellectual property owners) as we, in our sole discretion, determine necessary or appropriate to investigate or redress any suspected

fraud, intellectual property infringements, breach of the Chain.io Terms of Service, or any other activity that is illegal or may expose Aspect 9, its users or other third parties to harm.

Certain information relating to usage of the Website may be shared with third parties (such as marketing partners, service providers and organizations with an interest in supply chain management) on an aggregated, anonymous basis for research, analytical or promotional purposes.

Finally, information about our users, including personally identifiable information, may be disclosed as part of any merger, acquisition, or sale of Aspect 9, its assets or the Website, as well as in the unlikely event of insolvency, bankruptcy, or receivership, in which case personally identifiable information would be transferred as one of the business assets of the company. (Please note that if you have executed an agreement with us containing separate confidentiality obligations, this paragraph will not override the terms of that agreement.)

Third-Party Links

The Website may contain links to websites owned and operated by third parties. This Privacy Policy applies only to the Chain.io website. We do not exercise privacy control over the sites which may be linked from or to this Website, and you should review their applicable privacy policies before submitting information on such sites.

Information Security

The security of your personally identifiable information and your supply chain data is important to us. We use reasonable safeguards to protect this information, including without limitation, limiting access to this information to those of our employees and service providers who require it to operate the Website and provide services to you. Your personally identifiable information and supply chain data are protected by physical, electronic and procedural safeguards. For example, we and our service providers, as applicable, use computer safeguards such as firewalls and data encryption and enforce physical access controls with our offices and files.

Our Website is hosted in a third-party data center, and our services are transmitted across open public networks. Accordingly, you should be aware that no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to protect your personally identifiable information and supply chain data, we cannot guarantee its absolute security.

For the same reason, our Terms of Service prohibit you from using the Website to store non-public personally identifiable information relating to your consumers or employees, such as Social Security or driver's license numbers, credit or debit card or other financial account information, information relating to personal health or medical history, or names, addresses or contact information relating to children under the age of thirteen (13). We are not responsible for the security of any such information you may submit, and if such

information is submitted to us, we reserve the right to delete or suspend access to it at any time and for any reason, without notice.

It is your responsibility to keep your username and password confidential.

Discussion Forums

Please remember that any information disclosed in discussion forums may be immediately available to all Website users. We encourage you to exercise the same caution as you would in any public forum when deciding to disclose personal, confidential, or sensitive information. We are not responsible for how others might use this information, including to send you unsolicited messages. Postings in discussion forums may be retained by us indefinitely.

Website Provided from United States

If you are using the Website from outside the United States, please be aware that your information (including information collected through the Website) will be transferred to, stored and processed in the United States where the Website's servers are located and our central database is operated. The data protection and privacy laws of the United States might not be as comprehensive as those in your country. By using the Website, which is provided exclusively from the United States, you hereby consent to the transfer of your information to the United States and its collection, storage, sharing and use as described in this Privacy Policy. You further agree that all transactions relating to the Website shall be deemed to have occurred in the United States.

Children's Privacy

Persons under the age of 13 are not permitted to use the Website. Accordingly, we do not knowingly collect or solicit personal information from anyone under the age of 13. If you believe that Aspect 9 has inadvertently collected information from a child under 13, please notify us at support@chain.io and provide details.

Privacy Notice for California Residents

A California resident who has provided personal information to a business with whom he/she has established a business relationship for personal, family, or household purposes ("California Consumer") is entitled to request information about whether the business has disclosed personal information to any third parties for the third parties' direct marketing purposes. As a business-to-business online supply chain management service, the Website does not collect personal information from California Consumers. If you are a California resident and believe that we have inadvertently collected personal information of a consumer nature, or if you have any other questions about our privacy practices, please contact us at support@chain.io.

Accessing, Changing and Deleting Your Personally Identifiable Information

When you use the Website, we make good faith efforts to provide you with access to your personally identifiable and potentially personally identifiable information and, at your request, either to correct this data if it is inaccurate or delete such data if it is not otherwise required to be retained by law or for legitimate business purposes. We ask individual users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backups), or for which information access is not otherwise required. In any case, where we provide information access and correction, we perform this service free of charge, except if doing so would require a disproportionate effort.

Please e-mail us at support@chain.io with any questions, if you need assistance accessing or changing your information, or if you would like to have your personally identifiable or potentially personally identifiable information deleted. For privacy and security reasons, we will take reasonable steps to verify your identity before granting access or making deletions or corrections. Please be aware that if you delete your information, you may not be able to continue to use the Website or access your data.

Contacting Us

If you have any questions or comments about our Privacy Policy or practices, please contact us via e-mail at support@chain.io.

Changes to Privacy Policy

Aspect 9 may modify or update this Privacy Policy periodically by posting the updated policy on the Website. You can always check the “Last Updated” date at the top of this document to see when the Privacy Policy was last changed. If we make a material change to this Privacy Policy, we will post a notice on the Website dashboard for all users with administrative privileges or send an e-mail to the e-mail address currently associated with your billing account notifying you of the change. However, it is your responsibility to check this Privacy Policy from time to time, and we strongly encourage you to do so. Your continued use of the Website following the posting of an updated Privacy Policy constitutes your consent to the contents of such policy. **IF YOU DO NOT AGREE TO FUTURE CHANGES TO THIS PRIVACY POLICY, YOU MUST STOP USING THE WEBSITE AFTER THE EFFECTIVE DATE OF SUCH CHANGES.**