complies with the EU-US Privacy Shield Framework and the Swiss—US Privacy Shield Framework (the "Privacy Shield") regarding the collection, use, sharing and retention of personal information from the European Economic Area and Switzerland to the United States, as described in our Privacy Shield certification. Felix Smart adheres to the principles contained in the Privacy Shield (the "Principles").

As part of our participation in Privacy Shield, if you have a dispute with us about our adherence to the Principles, you may refer a complaint to your local data protection authority and we will work with them to resolve your concern. (In certain circumstances, the Privacy Shield Framework provides the right to invoke binding arbitration to resolve complaints not resolved by other means, as described in Annex Ito the Privacy Shield Principles.) If you have a Privacy Shield related complaint, please contact us at [privacy@felixsmart.com](mailto:privacy@felixsmart.com) .

Privacy Shield participants are subject to the investigatory and enforcement powers of the US Federal Trade Commission and other authorized statutory bodies. Under certain circumstances (i.e. personal data sharing under the Onward Transfer Principle with third parties for external processing on our behalf), participants like us may be liable for the transfer of personal information from the EU to third parties outside the EU. Learn more about Privacy Shield here.

We may share, as described in this Privacy Statement, information with our affiliates and subsidiaries and third parties. We may disclose information in response to legal process and lawful requests by public authorities in the United States and other countries for the purposes of law enforcement and national security.