

QSI Holding, INC. PRIVACY POLICY

Effective Date: February 21, 2020

For more information or if you have any questions about this Privacy Policy, please contact us at compliance@qsciences.com.

Introduction

QSI Holding Inc., (“Q Sciences,” “we,” or “us”) operates the <https://qsciences.com/> website, including any of our software as service applications, other technology platforms, or our other related websites (such as our Back Office and replicated sites) and mobile applications (collectively, the “Site”). We established this privacy policy (“Privacy Policy”) to explain how and why we collect, use, store and disclose personally identifiable information when you use our Site or access any of our goods or services through the Site (collectively, “Services”). Capitalized terms used in this Privacy Policy, but not expressly defined in this Privacy Policy will have the meanings given to such capitalized in the Terms of Use.

Please read this Privacy Policy carefully before you use our Site or Services. By using the Site or Services (whether or not you register for an account with us), you agree to the practices and policies outlined in this Privacy Policy and consent to the collection, use, storage and disclosure of your Personal Information. **IF YOU DO NOT AGREE WITH THIS PRIVACY POLICY, YOU CANNOT USE THE SITE OR ANY SERVICES AND MUST STOP USING THE SITE OR ANY SERVICES IMMEDIATELY.** If you use the Site or Services on behalf of someone else (such as your child) or any entity (such as your company), you represent and warrant that you are authorized by such individual or entity to accept this Privacy Policy on such individual’s or entity’s behalf.

This Privacy Policy may change from time to time. By continuing to use the Site or Services, you accept and agree to the changes we make to this Privacy Policy, so please check the Privacy Policy periodically for updates.

This Privacy Policy covers the following:

- [Information we collect and store](#)
- [How we use Personal Information](#)
- [Information sharing and disclosures](#)
- [Cookies and Do Not Track \(DNT\) signals](#)
- [Security](#)
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You can print out a copy of this Privacy Policy for your records. You can also contact us if you would like to request that we send you a copy of this Privacy Policy.

Information we collect and store

Your Personal Information. For a better experience while using our Site and Services, we may

require you to provide us with certain personally identifiable information (“Personal Information”). This Personal Information may include, but is not limited to:

- Name(s) (including aliases and your signature);
- Phone number(s), including mobile phone numbers;
- Physical, shipping, postal and billing address(es);
- Email address(es);
- Biometric information, like your photograph;
- Tax identification numbers/tax type;
- Age/date of birth, educational/professional/employment related information, gender/gender identity/gender expression, sexual orientation, race, ethnicity, religion or creed, veteran or military status, or other profile information;
- Health information you choose to share with us;
- Commercial information, such as your payment information and purchase history described below;
- IP address(es) and device identifier(s);
- URLs, such as your social media accounts;
- Inferences our Site or Services draw from any of the Personal Information we collect, such as your preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities and aptitudes; and
- Other identifying information you voluntarily choose to provide us, including without limitation, any unique identifiers (*e.g.*, personal identifiers, online identifiers, the account name you create with us, identifications cards like driver’s license or passport) and information exchanged on the Site or in connection with the Services (whether orally or in writing).

Your Personal Information does **not** include aggregated, de-identified or anonymized information. Aggregated, de-identified or anonymized information is information that cannot reasonably be used to identify you.

You always have the option to not provide us with Personal Information by choosing not to use the Site or Service. If you decide not to provide the required Personal Information, if any, some functions of the Site or Services may not be available to you. By deciding to provide the Personal Information to us, you agree to our methods of collection and use, as well to other terms and provisions of this Privacy Policy. Once you agree to provide us with Personal Information, you will not be anonymous to us.

If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Sites, we may collect and retain such information in a file specific to you.

Payment Information and Purchase History. When you make a payment through our Site, your payment card information is collected and stored by our payment processing partner. Our payment processing partner collects your voluntarily provided payment card information necessary to process your payment. Such partner’s use and storage of your payment information is governed by its applicable terms of service and privacy policy.

The payment information we collect and store includes your payment card type (such as VISA or MASTERCARD), last four digits of the payment card and expiration date, what and how much you purchased, and when you purchased it. We collect and store this payment information to provide the Services to you and so that you can monitor your payment history, request a refund, and alert us of any potential fraud or misuse of your payment information. We may also use this payment information to process your request for a refund, to monitor for fraud and misuse, for data analytic

purposes, and for the other purposes described below in the Section on [How we use Personal Information](#).

Other Information. Some information is automatically collected from you when you use our Site or Services and is stored in log files, which are used on the Site and in links to the Site from an email. The types of information that may be automatically collected from your use of the Site include (without limitation):

- Information about your search queries;
- Information about your computer and its operating system, Internet connection, and the equipment you use to access the Site;
- Information about your geolocation and the statistics and information associated with the interaction between your browser or device and the Site;
- Some commercial information, such as what you purchased on the Site; and
- Information from Cookies (defined below) or other source through which you accessed the Site, the pages you visit, and the time spent on these pages, and other usage details regarding your activities on the Site.

The automatically collected information is generally statistical, but may include Personal Information, and we may maintain it or associate it with Personal Information we collect in other ways or receive from third parties. We use this information to analyze trends, administer the Site, track users' movements around the Sites, and gather demographic information about our user base as a whole. We do so in an effort to create a more efficient and usable Site, and to determine areas of the Sites or Services that could be improved to enhance the user experience.

Sources. We may collect Personal Information and other information for a variety of sources, including the following categories of sources:

- Directly or indirectly from you and your agent's through use of the Site or Services; and
- From third parties that may interact with us in connection with the Site or Services.

Storage. We retain your Personal Information for as long as you have an open account with us or as otherwise necessary for you to use the Site or Services, resolve disputes, prevent fraud, enforce any agreement between you and Q Sciences, or as otherwise permitted or required by applicable law. Afterwards, we may choose to retain some information in a depersonalized or aggregated form but not in a way that would identify you personally.

How we use Personal Information

We use Personal Information and other information we collect about you so that we can provide the Site and Services to you. The Personal Information that we collect will be used to contact or identify you. Please see the "User Communications" Section in our Terms of Use for more information about how, when, by whom and for what purposes you may be contacted.

We also use Personal Information to do any of the following:

- Provide, maintain, administer, improve and/or expand our Services;
- Provide customer support, resolve disputes or troubleshoot problems, including debugging to identify and repair errors that impair functionality of the Site and our Services;
- Inform you about updates, advertise our Services to you, or customize your experience on the Site (including its content or layout);
- Detect security incidents and protect against error, fraud, or other illegal/criminal activity and prosecuting those responsible for such activities;
- Provide you with notices about certain resources you may be interested in learning about

- and notices regarding your account (including expiration and renewal notices);
- Carry out our obligations and enforce our rights under any contract or agreement between you and Q Sciences (including our Terms of Use and Ambassador Agreement);
- As part of our internal auditing related to interactions with our customers;
- Perform internal research on your demographics, interests, traffic patterns, usage, and behavior;
- Run data analytics (such as Google analytics) to understand how our users use the Site;
- Improve our internal marketing, promotional efforts, or enhance our business and Services; and
- For such other purposes as described to you at the time we collect Personal Information. We may (but have no obligation to) compare and review Personal Information for errors, omissions, and accuracy.

Information sharing and disclosures

We may share (disclose) your Personal Information and other information we collect and store about you to:

- Any third party if the disclosure is to fulfill the purpose for which you provide it to us, including in order to provide you with access to the Site or Services or to assist us in [how we use Personal Information](#). For example, if you are an Ambassador or preferred customer, the person who sponsored you will have access to your name, the Q Sciences identification number associated with your account, and the date of your last purchase order.
- Our contractors who help us with the Site and in providing the Services, such as those who host our website and data, assist with order fulfillment, process credit card payments, and help us with data analytics. We could not provide the Site or Services without their help. We require our contractors to protect the confidentiality and security of Personal Information.
- We may disclose Personal Information to a buyer or other successor of Q Sciences in the event of a merger, divestiture, restructuring, reorganization, dissolution, change of control, or other sale or transfer of some or all of Q Sciences' assets.
- Third parties pursuant to a legal request. We also may disclose Personal Information or any other information we collect about you if we determine in good faith that such disclosure is needed to: (1) comply with or fulfill our obligations under applicable law, regulation, court order or other legal process; (2) protect the rights, property, or safety of you, Q Sciences, or another party; or (3) enforce any agreement between with you and Q Sciences. If we receive a law enforcement or other government official request to disclose your Personal Information in connection with your involvement in an alleged crime or other illegal activity, we can (and you hereby authorize us to) disclose your name, city, state, telephone number, email address, username history, and fraud complaints without a subpoena.
- We may also disclose your Personal Information for any other purpose with your consent.

We do not, and will not, sell your Personal Information to any third party for marketing purposes without your explicit consent.

WE MAY DISCLOSE AGGREGATED, DE-IDENTIFIED AND/OR ANONYMIZED INFORMATION ABOUT OUR USERS, AND INFORMATION THAT DOES NOT REASONABLY IDENTIFY ANY INDIVIDUAL, WITHOUT RESTRICTION, INCLUDING TO BETTER UNDERSTAND THE USERS OF OUR SITE AND EVALUATE HOW WE CAN DELIVER A BETTER EXPERIENCE FOR OUR USERS.

We cannot assure you that your Personal Information will never be disclosed in ways not otherwise described here. For example (and without limitation), third parties may unlawfully intercept or access transmissions, or users may abuse or misuse Personal Information they collect from Q Sciences. Although we use commercially reasonable practices to protect your privacy, we do not guarantee (and you should neither rely upon nor expect) that Personal Information will always remain private.

Cookies and Do Not Track (DNT) signals

When you use the Site, we may collect certain information automatically by electronic means, which may include:

- **Browser Cookies.** A cookie is a small file placed on the hard drive of your computer or mobile device and are stored on your device after you exit your browser. Temporary cookies, also known as “Session Cookies,” are used for various reasons, such as managing page views and are usually erased by your browser when you exit it. Cookies that are stored on your device after you exit your browser, also known as, “Persistent Cookies” are used for a number of reasons, such as storing your preferences and retrieving certain information, you have previously provided.
- **Flash Cookies.** A locally stored object, also known as “flash cookies,” is a feature from our Site that collects and stores information about your preferences and navigation to, from, and on our Sites, but is not managed by the same browser settings as are used for session cookies, persistent cookies, or other types of browser cookies.
- **Web Beacons.** A web beacon is a small electronic file, sometimes referred to as clear gifs, pixel tags, and single-pixel gifs (collectively, “Web Beacons”), that permits us, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).
- **Web Analytic Service.** A web analytic service, such as Google Analytics, can be used to evaluate your use of the Site, such as mouse clicks, mouse movements, scrolling activity, and text typed into the Site (“Web Analytics”). We use Web Analytics to help us understand how we can make our Services easier to use.
- **Mobile Device Identifiers.** Mobile device identifiers are data stored on mobile devices that may track mobile device and data and activities occurring on and through it, as well as the applications installed on it (“Mobile Device Identifiers”). Mobile Device Identifiers enable collection of Personal Information (such as media access control, address and location) and your traffic data, and allow us to learn more about your demographics and internet behaviors in order to personalize and improve the Services.

We use the term “Cookies” to refer to all of the above. Cookies help us to improve our Site and Services. Some web browsers allow you to reject Cookies or alert you when a Cookie is placed on your computer or other device. Although you are not required to accept our Cookies, if you refuse them, you may not be able to use some portions of our Site or Services.

Third Party Cookies. Some Cookies are placed by a third party on your computer or device and provide information to us and third parties about your browsing habits, such as links you have clicked (“Third Party Cookies”). These Third Party Cookies can be used to determine whether certain third party services are being used, to identify your interests, and to serve advertisements relevant to you. WE DO NOT CONTROL THIRD PARTY COOKIES.

DNT Signals. Some website browsers also have a “do not track” or DNT feature that lets you tell

websites that you do not want to have your online activities tracked. No uniform technology standard for recognizing and implementing DNT signals has been finalized. We do not currently respond to a browser's DNT signal. We do not knowingly permit third parties to track your activity over time on our website.

You may manage how your browser handles Cookies and related technologies by adjusting its privacy and security settings. Refer to your browser's instructions to learn about Cookie-related and other privacy and security settings that may be available. You can opt-out of being targeted by certain third party advertising companies online at <http://www.networkadvertising.org/choices/>.

Security

We are committed to protecting your Personal Information. We follow commercially reasonable standards to protect Personal Information, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

Any transmission or storage of your Personal Information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Site. The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Site or for our Services, you are responsible for keeping this password (and any other Security Information) confidential. We ask you not to share your password (or other Security Information) with anyone. Please contact us immediately if you think your password has been compromised or there has been an unauthorized use of your account.

Mobile Application

We offer access to the Site through a mobile application (the "App"). With your permission, the App may request access to other data or applications on your device, such as your contacts or your text messaging application ("Short Message Service" or "SMS"). You can take back your permission through your accessing your device's privacy setting. For more instructions on how to access these permissions in your device's settings, go to:

- iPhone: <https://support.apple.com/en-us/HT203033>
- Android: <https://support.google.com/googleplay/answer/6270602?hl=en>

You may use the App to send or receive text messages through your SMS. We may also communicate with you through the App or the text messaging application on your device, including SMS. These communications may not be secure. There are risks associated with unsecured communications that you should consider. These risks include without limitation that an unauthorized person may get access to and read these communications. By using the App you are agreeing to accept these risks and consent to receive and be responsible for unsecure communications. Please see our Terms of Use for more information about how we may communicate with you.

Third party links

Our Site may contain links to other sites. If you click on a third-party link, you will be directed to that site. These external sites are not operated by us. We are not responsible for the privacy practices of such third parties, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services. This Privacy Policy applies only to information collected by Q Sciences. We strongly encourage you to review the privacy statements of each

and every third party website.

Children's privacy

Our Site and Services are intended for and directed toward adults (age eighteen (18) or older). Minors are prohibited from using the Site and Services. Our Services are not directed to minors and we do not knowingly collect Personal Information from minors without parental consent. If you are a parent or legal guardian of a minor child, you may, in compliance with the Terms of Use, use the Site or Services on behalf of such minor child. If you elect to use the Site or Services on behalf of your minor child, this election will be construed as your express consent to the collection of your minor child's information. Any information that you provide us while using the services on behalf of your minor child will be treated as Personal Information as otherwise provided in this Privacy Policy. If we learn we collected or received Personal Information from a minor child under the age of eighteen (18) without parental consent, or without reasons to believe the person under eighteen (18) is legally allowed to provide their own consent, we will delete that information. If you believe we might have any information from or about a minor child, please contact us at compliance@qsciences.com.

Individual rights to Personal Information

You have the right to request access to and control of your Personal Information. For example:

- Deletion. You may request that we delete your Personal Information. In some cases, we may not be able to delete Personal Information without also deleting your account. You may not be able to use the Site or Services if we delete your Personal Information.
- Correction or Change. You can ask us to correct, change or update Personal Information. You can review and change your Personal Information by logging into the Site and visiting your account profile page.
- Use Limitations or Restrictions. You can request in writing that we not use or disclose your Personal Information, but keep in mind that this direction might terminate our ability to provide any of our Services to you.
- Access. You can ask us for a copy of your Personal Information.
- Report Misuse. You can also report misuse or unauthorized disclosures of Personal Information to us.

You can make any of these requests by contacting us at 1-800-398-0063, www.qsciences.com, or compliance@qsciences.com. We reserve the right to deny a request if we reasonably believe the action would violate any law or legal requirement or cause the information to be incorrect.

State privacy rights (including California residents)

You may have additional rights under the law of the state where you reside, including if you are a California resident. These rights are in addition to your rights under other parts of this Privacy Policy. For example, if you are a California resident (or resident in a state with privacy laws similar to California), your state law may provide you with the right to:

- Request that we disclose certain information to you about our collection and use of your Personal Information over the past 12 months (a "Right to Know Request"). Once we receive and confirm your request, we will disclose to you:
 - The categories of Personal Information we collected about you;
 - The categories of sources for the Personal Information we collected about you;
 - The categories of third parties with whom we share that Personal Information;

- The specific pieces of Personal Information we collected about you (in California, it is called a “data portability request”);
- Our business or commercial purpose for collecting or selling* that Personal Information.
- The categories of Personal Information about you we have disclosed for a business purpose in the past 12 months; and
- The categories of third parties to whom we have disclosed your Personal Information for a business purpose in the past 12 months.

**Please note: In the past 12 months, we have not sold any Personal Information about consumers. We do not, and will not, sell personal information without your explicit consent.*

- To request that we delete any of your Personal Information that we collected from you and retained, subject to certain exceptions (a “Deletion Request”). Once we receive and confirm your consumer request, we will delete your Personal Information from our records, unless an exception applies. We may deny your deletion request if retaining the information is necessary for us or our contractors to:
 - Complete the transaction for which we collected the Personal Information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you;
 - Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities;
 - Debug products to identify and repair errors that impair existing intended functionality;
 - Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law;
 - Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 seq.) or other required state laws, if applicable;
 - Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information’s deletion may likely render impossible or seriously impair the research’s achievement, if you previously provided informed consent;
 - Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us;
 - Comply with a legal obligation; or
 - Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

You can make any of these requests by contacting us toll free at 1-800-398-0063, www.qsciences.com, or compliance@qsciences.com.

Please note that depending on your state only you or an authorized person may make such requests related to your Personal Information.

Additionally, your state may limit the number of consumer requests you can make and what information you must provide for us to process such requests. For example, if you are a California resident you may only make a consumer request for access or Right to Know Request twice within a twelve (12)-month period. Your request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected Personal Information or an authorized representative;
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it; and
- We cannot respond to your request or provide you with Personal Information if we cannot

verify your identity or authority to make the request and confirm the Personal Information relates to you.

We respond to such consumer requests within the time periods and manner required by applicable law.

We will not discriminate against you for exercising any of your state rights. Unless permitted by state law, we will not:

- Deny you goods or services;
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties;
- Provide you a different level or quality of goods or services; or
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our Site. Please review it frequently for any changes. Changes are effective immediately upon posting.

Terms of Use

Your use of the Site and Services is also subject to Q Sciences' Terms of Use. Any disputes related to this Privacy Policy will be governed by the applicable provisions of the Terms of Use, which are incorporated into this Privacy Policy by reference.