

PRIVACY POLICY

Redox Chem

Redox Chemicals, LLC

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Thank you for choosing to be part of our community at Redox Chemicals, LLC (referred to in this document and other places on the sites as "Redox", "Redox Chemicals, LLC", "we", "us" or "our"). Redox is committed to respecting your privacy and complying with applicable data protection and privacy laws. If you have any questions or concerns about our policy, or our practices with regards to your personal information, please contact us at support@redoxchem.com

Scope of this Policy: This privacy policy applies to all information collected through our mobile application(s), ("**Apps**"), and/or any related services, sales, marketing or events (we refer to them collectively in this privacy policy as the "**Sites**"). By using our site, signing up for email, using our other products or services, entering contests or promotions, participating in surveys, or otherwise providing information to us, you are expressing your consent to and acceptance of the practices described in this Policy, the Redox Terms and Conditions, or other terms, agreements, or policies.

When you visit our mobile application, our website and use our services, you trust us with your personal information. We take your privacy very seriously. In this privacy notice, we describe our privacy policy. We seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. If there are any terms in this privacy policy that you do not agree with, please discontinue use of our Apps and our services.

Special note for parents: Redox mobile Apps, Sites and services are for a general audience, and are not designed or intended to attract children younger than 13. We do not collect personal information from any person we actually know is younger than 13.

Please read this privacy policy carefully as it will help you make informed decisions about sharing your personal information with us.

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1. WHAT INFORMATION DO WE COLLECT?

Personal information you disclose to us

Summary: We collect limited personal information that you provide to us such as name, email address, contact information, password, phone number, etc.

We collect personal information that you voluntarily provide to us when registering at the Apps, expressing an interest in obtaining information about us or our products and services, when participating in activities on the Apps or otherwise contacting us.

The personal information that we collect depends on the context of your interactions with us and the Apps, the choices you make and the products and features you use. The personal information we collect can include the following:

Name and Contact Data. We collect your first and last name, email address, postal address, phone number, and other similar contact data.

Credentials. We collect passwords, password hints, and similar security information used for authentication and account access.

Relationship Information: We collect information that helps us do business with you, such as the types of products and services that may interest you and your geographic location, etc.

All personal information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

Information automatically collected

Summary: *Some information – such as IP address and/or browser and device characteristics – is collected automatically when you visit our Apps.*

We automatically collect certain information when you visit, use or navigate the Apps. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Apps and other technical information. This information is primarily needed to maintain the security and operation of our Apps, and for our internal analytics and reporting purposes.

Like many businesses, we also collect information through cookies and similar technologies.

Information collected through our Apps

Summary: *We may collect information regarding your geo-location, mobile device, push notifications, when you use our apps.*

If you use our Apps, we may also collect the following information:

- **Geo-Location Information.** We may request access or permission to and track location-based information from your mobile device, either continuously or while you are using our mobile application, to provide location-based services. If you wish to change our access or permissions, you may do so in your device's settings.
- **Mobile Device Access.** We may request access or permission to certain features from your mobile device, including your mobile device's camera, reminders, social media accounts, and other features. If you wish to change our access or permissions, you may do so in your device's settings.
- **Push Notifications.** We may request to send you push notifications regarding your account or the mobile application. If you wish to opt-out from receiving these types of communications, you may turn them off in your device's settings.

Information collected from other sources

Summary: *We may collect limited data from public databases, marketing partners, social media platforms, and other outside sources.*

We may obtain information about you from other sources, such as public databases, joint marketing partners, or other third parties. Examples of the information we receive from other sources include: marketing leads, search results and links and any other information that may choose to make public..

2. HOW DO WE COLLECT AND USE YOUR INFORMATION?

How We Collect Information From You

Summary: *We may collect limited data on personal information directly from you or relationship information from third party data suppliers.*

In many cases, we collect Personal Information directly from you. We will ask you for Personal Information (including Contact Information and Relationship Information) when you interact with us, such as registering on our websites, or signing up to receive a newsletter. We may collect additional Relationship Information from third party data suppliers who enhance our files and help us better understand our customers.

- **Registration:** We receive information from you when you register in order to receive alerts, news feeds, or product information or if you register to receive a product or service that we deliver through our Web site. We also receive information from you when you register in order to participate in online events or to receive special offers.
- **Purchasing a Product or Using a Web-based Service We Provide:** We collect information about you when you use services offered through our mobile application or website. The information may include your name, address, email, picture, or shipping information. We may collect your personally identifiable information in order to ensure that you establish a unique account with us, to help safeguard access to your unique account, and to allow you to securely reset your password when necessary.
- **Log information:** When you visit our sites, our servers automatically collect log information. This information may include the Web page from which you came to our site, your Web page request, Internet Protocol (IP) address, browser type, browser language, the date and time of your request, your registration data, and one or more cookies that may uniquely

identify your browser. When you purchase a Product or use a Web-based service on our Web site, we may also log the specific path, actions, and navigation choices you make.

- **Contacting Redox Chemicals, LLC:** We receive information from you online when you send us e-mail, or complete applications or other forms.
- **Cookies:** We use session cookies on the pages that may contain information about you and your activity on our site. These cookies are deleted when you close your browser. We also use persistent cookies that help us tailor your experience on repeat visits. Our web site optimization and marketing partner, Google Analytics, may also place or recognize a unique cookie on your browser, sometimes called a "third-party cookie."
- **Web beacons:** We and our site optimization and marketing partner use web beacons, sometimes called single-pixel GIFs, that momentarily direct your browser to a server other than Redox in a way that may not be apparent to you. Web beacons are used to count users who visited specific pages and determine which emails were opened and/or acted upon when we send HTML-formatted email messages. We may link your identifying information to web beacons.

How We Use Information From You

Summary: We process your information for purposes based on legitimate business interests, the fulfillment of our contract with you, compliance with our legal obligations, and/or your consent.

We use personal information collected via our Apps for a variety of business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests ("Business Purposes"), in order to enter into or perform a contract with you ("Contractual"), with your consent ("Consent"), and/or for compliance with our legal obligations ("Legal Reasons"). We indicate the specific processing grounds we rely on next to each purpose listed below.

We use the information we collect or receive:

- **To facilitate account creation and logon process** with your Consent. If you choose to link your account with us to a third party account *(such as your Google or Facebook account), we use the information you allowed us to collect from those third parties to facilitate account creation and logon process. See the section below headed "[HOW DO WE HANDLE YOUR SOCIAL LOGINS](#)" for further information.
- **To send you marketing and promotional communications** for Business Purposes. We and/or our third party marketing partners may use the personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt-out of our marketing emails at any time (see the "[WHAT ARE YOUR PRIVACY RIGHTS](#)" below).
- **To send administrative information to you** for Business Purposes, Legal Reasons and/or possibly for Contractual. We may use your personal information to send you product, service and new feature information and/or information about changes to our terms, conditions, and policies.
- **Fulfill and manage your orders** for Contractual reasons. We may use your information to fulfill and manage your orders, returns, and exchanges made through the Apps.
- **To post testimonials** with your Consent. We post testimonials on our Apps that may contain your first name. Prior to posting a testimonial, we will obtain your consent to use your first name and testimonial. If you wish to update, or delete your testimonial, please contact us at support@redoxchem.com and be sure to include your first name, testimonial location, and contact information.
- **Deliver targeted advertising to you** for our Business Purposes. We may use your information to develop and display content and advertising (and work with third parties who do so) tailored to your interests and/or location and to measure its effectiveness.
- **Request Feedback** for our Business Purposes. We may use your information to request feedback and to contact you about your use of our Apps.
- **To protect our Sites** for Business Purposes. We may use your information as part of our efforts to keep our Apps safe and secure (for example, for fraud monitoring and prevention).
- **To enforce our terms**, conditions and policies for Business Purposes and/or for Legal Reasons.
- **To respond to legal requests and prevent harm** for Legal Reasons. If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.
- **For other Business Purposes.** We may use your information for other Business Purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Apps, products, services, marketing and your experience. We may use automated decision making such as profiling through Google Analytics. Your data disclosures are limited to URL page information, browser information, or user location and language setting of your browser.

3. WILL YOUR INFORMATION BE SHARED WITH ANYONE?

Summary: We only share information with your consent, to comply with laws, to protect your rights, or to fulfill business obligations.

We take reasonable precautions to be sure that nonaffiliated third parties and affiliates, to whom we disclose your personally identifiable information are aware of our privacy policy and will treat the information in a similarly responsible manner. Our contracts and written agreements with nonaffiliated third parties that receive information from us about you prohibit those parties from transferring the information other than to provide the service that you obtain from us. We only share and disclose your information in the following situations:

- **Compliance with Laws.** We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements). We may disclose your information in special cases, such as a physical threat to you or others, a threat to homeland security, a threat to our system or network, or cases in which we believe it is reasonably necessary to investigate or prevent harm, fraud, abuse, or illegal conduct. We may also disclose personal information where needed to affect the sale or transfer of business assets, to enforce our rights, protect our property, or protect the rights, property or safety of others, or as needed to support external auditing, compliance and corporate governance functions.
- **Vital Interests and Legal Rights.** We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.
- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. If all or part of our company is sold, merged or otherwise transferred to another entity, the personal information you have provided to us may be transferred as part of that transaction. We will take steps to ensure that, without your consent, any personal information that is transferred will not be used or shared in a manner inconsistent with the Privacy Policy under which it was collected.
- **Affiliates.** We may share your information with our affiliates, in which case we will require those affiliates to honor this privacy policy. Affiliates include our parent company and any subsidiaries, joint venture partners or other companies that we control or that are under common control with us.
- **Business Partners or Contractors.** We may share your information with our business partners to offer you certain products, services or promotions. These partners may include vendors and suppliers that provide us with technology, services, and/or content for the operation and maintenance of our site. Some of these relationships may be with companies that co-brand portions of their site and services, or that provide services to you on our behalf. Co-branded sites may have their own privacy policies posted on their sites. If you visit a co-branded site, please read the privacy policy that is posted on that site. Access to your personal information by these contractors is limited to the information reasonably necessary for the contractor to perform its limited function. Contractors have an obligation under their contracts with us to keep your information confidential and to comply with our privacy and security policies. We may share aggregated non-personal information about you with third parties. This is information that is combined with the non-personal information of other users and does not allow you to be identified or contacted. Depending on the circumstances, we may or may not charge third parties for this aggregated information. We also may not limit the third parties' use of the aggregated information.
- **With your Consent.** We may disclose your personal information for any other purpose with your consent.

4. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

Summary: We may use cookies and other tracking technologies to collect and store your information.

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in [WHAT ARE YOUR PRIVACY RIGHTS](#).

5. HOW LONG DO WE KEEP YOUR INFORMATION?

Summary: We keep your information for as long as necessary to fulfill the purposes outlined in this privacy policy unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this policy will require us keeping your personal information for longer than the period of time in which users have an account with us.

When we have no ongoing legitimate business need to process your personal information, we will promptly delete or anonymize it, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible. The maximum period that your data will be stored in our backup archives is 12 months.

6. HOW DO WE KEEP YOUR INFORMATION SAFE?

Summary: We aim to protect your personal information through a system of organizational and technical security measures.

We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, please also remember that we cannot guarantee that the internet itself is 100% secure. Although we will do our best to protect your personal information, transmission of personal information to and from our Apps is at your own risk. You should only access the services within a secure environment. You have a role in protecting the security of information about you.

- **Choose your passwords carefully:** Always create a password that's easy for you to remember but difficult for someone else to figure out. Redox will never ask you for your password in an unsolicited phone call or in an unsolicited e-mail.
- **Log out and close your browser:** When you finish your online session, close your browser to erase any information it may have temporarily stored on your phone or computer. This is to ensure that others cannot access your Personal Information and correspondence if others have access to your phone or computer.
- **Install antivirus software and spyware protection:** Viruses are dangerous. They can slip into your system without your knowledge. Some viruses such as Trojan Horses can capture the contents of your system, including your passwords. Installing up-to-date antivirus software and running it will help thwart these and other unwanted programs.

We are committed to protecting the security of your information through procedures and technology designed for this purpose by taking these steps:

- We limit access to your personal information to employees having a reasonable need to access this information to provide products and services to you and to our customers. Employees who misuse information are subject to disciplinary action, including termination.
- We have reasonable physical, technical and procedural safeguards to help protect your personal information.
- In areas that contain your personal information, we use secure socket layer (SSL) encryption to help protect this information while it is in transit between our servers and your computer. We use a professional password security platform for your passwords protection.

We employ industry recognized security safeguards to help protect the personally identifiable information that you have provided to us. All data sent to Redox is protected with technology that enables encryption of your data. We use:

- **Secure Socket Layer (SSL):** The Quicken Loans Web server supports the Secure Socket Layer (SSL) transaction protocol originally developed by Netscape and now largely accepted as an industry standard. The purpose of this encryption protocol is to keep confidential the information passed back and forth between a Web server and its users.
- **Data Encryption**
 - At rest: AWS
 - In transit: HTTPS
- **Passwords**
 - Hashed and Salted
- **Infrastructure**
 - Hardening
 - Passwords stored in password locker
- **Abuse and attack detection**
 - Malformed requests
 - Attempts to access things out of scope
 - Failed authentications

We work to protect personally identifiable information stored on the site's servers from unauthorized access using industry standard computer security products, such as firewalls, as well as carefully developed security procedures and practices. All employees must review and sign a written statement of these practices which include limiting access to sensitive information to only those employees who require the information and enforcing strict password protocols for all employees. In addition, a username, member ID name and password are required for you to use, view or change application or interview information. We use both internal and external resources to review the adequacy of our security measures on a regular basis.

7. DO WE COLLECT INFORMATION FROM MINORS?

Summary: *We do not knowingly collect data from or market to children under 18 years of age.*

We do not knowingly solicit data from or market to children under 18 years of age. By using the Apps, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Apps. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we have collected from children under age 18, please contact us at support@redoxchem.com

8. WHAT ARE YOUR PRIVACY RIGHTS?

Summary: *You may review, change, or terminate your account at any time.*

If you are resident in the European Economic Area and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here: http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm

Account Information

If you would at any time like to review or change the information in your account or terminate your account, you have the right to:

- Log into your account settings and update your user account.
- Withdraw consent at any time if processing is based on consent.
- Object to processing if processing is based on legitimate interest.
- Object to processing of personal data for direct marketing purposes.

In some cases, you may decline to provide personal information to us and/or refuse cookies in your browser, although some features or services may not be available to you or may not function properly as a result. Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.

Cookies and similar technologies: Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Apps. To opt-out of interest-based advertising by advertisers on our Apps visit support@redoxchem.com

Opting out of email marketing: You can unsubscribe from our marketing email list at any time by clicking on the unsubscribe link in the emails that we send or by contacting us using the details provided below. You will then be removed from the marketing email list – however, we will still need to send you service-related emails that are necessary for the administration and use of your account. To otherwise opt-out, you may:

- Access your account settings and update preferences.
- Contact us using the contact information provided.

9. DO CALIFORNIA RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?

Summary: *Yes, if you are a resident of California, you are granted specific rights regarding access to your personal information.*

California Civil Code Section 1798.83, also known as the “Shine The Light” law, permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us using the contact information provided below.

If you are under 18 years of age, reside in California, and have a registered account with the Apps, you have the right to request removal of unwanted data that you publicly post on the Apps. To request removal of such data, please contact us using the contact information provided below, and include the email address associated with your account and a statement that you reside in California. We will make sure the data is not publicly displayed on the Apps, but please be aware that the data may not be completely or comprehensively removed from our systems.

10. DO WE MAKE UPDATES TO THIS POLICY?

Summary: *Yes, we will update this policy as necessary to stay compliant with relevant laws.*

We may update this privacy policy from time to time. The updated version will be indicated by an updated “Revised” date and the updated version will be effective as soon as it is accessible. We will not change our practices until they have been posted at this web site. If changes occur, we will also show the date of revision. By using our web sites to which this privacy policy applies you agree that we may notify you of changes in our privacy policy through this web site.

If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy policy frequently to be informed of how we are protecting your information.

11. HOW CAN YOU CONTACT US ABOUT THIS POLICY?

If you have questions or comments about our privacy policy, please email us at support@redoxchem.com or by post to:

Privacy Policy Staff
 Redox Chemicals, LLC
 30 South 100 West
 Burley, ID 83318
 United StatesPhone: 208-678-2610

2019 Redox Chemicals, LLC, an Idaho Limited Liability Company. Effective Date January 25, 2019.