

PilExOS, LLC. and its Affiliates (“PilExOS,” “we,” “us,” “our,”) are committed to protecting the privacy of individuals who visit the PilExOS Sites (“Visitors”) and individuals who register to use the Services as defined below (“Clients” and “End Users”). This Privacy Statement describes PilExOS privacy practices in relation to the use of the PilExOS Sites and the related applications, services, and programs offered by PilExOS (collectively, the “Services”), as well as individuals’ choices regarding use, access and correction of personal information. The definitions and terms defined in the PilExOS Terms of Service and End User Agreement are incorporated in this Agreement by reference.

If you have questions or complaints regarding PilExOS Privacy Statement or associated practices, please contact us by emailing us at support@pilexos.com.

1. SITES COVERED

This Privacy Statement covers the information practices, including how the PilExOS collects, uses, shares and secures the personal information you provide, of Sites that link to this Privacy Statement (collectively referred to as “PilExOS Sites” or “the PilExOS Sites”).

PilExOS, is an online management, search, and booking software that runs on the PilExOS <https://app.pilexos.com> platform. PilExOS.com Sites enable PilExOS and PilExOS Clients to create accounts and that run natively on the PilExOS platform. When PilExOS.com Sites are posted by PilExOS, the site will link to this Privacy Statement, and this Privacy Statement applies.

PilExOS Sites may contain links to other Sites. The information practices or the content of such other Sites is governed by the privacy statements of such other Sites. The PilExOS encourages you to review the privacy statements of other Sites to understand their information practices.

2. INFORMATION COLLECTED

- When expressing an interest in obtaining additional information about the Services, or registering to use the Sites or other Services, PilExOS requires you to provide the PilExOS with personal contact information, such as name, PilExOS name, address, phone number, and email address (“Required Contact Information”).

- Calendar Information: A user may connect their Google Calendar to PilExOS. PilExOS uses the google calendar information to determine free/busy time and to create events on their calendar. It also gives users the ability to see a calendar which shows their events from selected calendars and interact with events that were created by the PilExOS. In all cases, however, no details about the appointment in your connected calendar are stored in PilExOS, such as who you are meeting with, their email address, or the meeting title. Although connecting your Google Calendar to PilExOS makes the booking process more efficient, you are not required to connect your calendar to use our services.
- When purchasing the Services, PilExOS may also require you to provide billing information, such as billing name and address, credit card number, and the number of employees within the organization that will be using the Services (“Billing Information”).
- "Publishing Information": We also collect information you submit through our Site or to us for publication on the Site using the publishing tools there. By submitting Publishing Information, you consent to its publication to the extent such information is not Personal Data.
- Required Contact Information, Billing Information, Publishing Information and any other information you submit to PilExOS to or through the Services are referred to collectively as "Data."

As you navigate the PilExOS Sites, PilExOS may also collect information through the use of commonly-used information-gathering tools, such as cookies and Web beacons (“Web Site Navigational Information”). Web Site Navigational Information includes standard information from your Web browser (such as browser type and browser language), your Internet Protocol (“IP”) address, and the actions you take on the PilExOS Sites (such as the Web pages viewed and the links clicked). For additional information about the collection of Web Site Navigational Information by PilExOS and others, please read the “Web Site Navigational Information” section further below in this policy.

- Through our “import contacts” feature option, we may also collect information such as the name, PilExOS name, address, phone number or email address of contacts that you choose to share with us. When you provide us with personal information about your contacts, we will only use

this information for the specific reason for which it is provided, such as to add new records to your PiExOS account.

- Information Collected by Clients - A User ("User" means a person or entity that uses the Service) may store or upload data into the Service. PiExOS has no direct relationship with the non Client Users whose Personal Data it may host as part of Client Data. In most cases, PiExOS acts as a data processor on behalf of its Clients (such as educational institutions), who are the data controllers. Clients are responsible for determining the purpose and lawful basis for processing personal data. Each Client is responsible for providing notice to Users who are its Clients and third persons concerning the purpose for which the Client collects their Personal Data and how this Personal Data is processed in or through the Service as part of Client Data.

3. USE OF INFORMATION COLLECTED

PiExOS uses Data about PiExOS Clients to perform the services requested. For example, if you fill out a "Talk to Sales" Web form, PiExOS will use the information provided to contact you about your interest in the Services.

PiExOS may also use Data about PiExOS Clients for marketing purposes. For example, PiExOS may use information you provide to contact you to further discuss your interest in the Services and to send you information regarding the PiExOS, its affiliates, and its partners, such as information about promotions or events.

PiExOS uses Web Site Navigational Information to operate and improve the PiExOS Sites. The PiExOS may also use Web Site Navigational Information alone or in combination with Data about PiExOS Clients to provide personalized information about the Client. For additional information about the use of Web Site Navigational Information, please read the "Web Site Navigational Information" section further below in this policy.

PiExOS may partner with third parties to display advertising on our Sites and Services or to manage our advertising on other sites. Our third-party partners may use cookies or similar technologies to provide you advertising based upon your browsing activities and interests. If you wish to opt out of interest-based

advertising, please notify us via email, or if located in the European Union visit. Please note you will continue to receive generic ads.

4. WEB SITE NAVIGATIONAL INFORMATION

Cookies, Web Beacons and IP Addresses

PilExOS uses commonly-used information-gathering tools, such as cookies and Web beacons, to collect information as you navigate the PilExOS Sites (“Web Site Navigational Information”). As described more fully below, we and our partners use these cookies or similar technologies to analyze trends, administer Sites and Services, track users’ movements around our Sites and Services, serve targeted advertisements and gather demographic information about our user base as a whole. This section describes the types of Web Site Navigational Information used on the PilExOS Sites and Services, and how this information may be used.

Cookies

PilExOS uses cookies to make interactions with the PilExOS Sites easy and meaningful. When you visit one of the PilExOS Sites, PilExOS servers send a cookie to your computer or device. Standing alone, cookies do not personally identify you; they merely recognize your Web browser. Unless you choose to identify yourself to PilExOS, either by responding to a promotional offer, opening an account, or filling out a Web form (such as a “Request a call-back” or a “14 Day Free Trial” Web form) or have previously identified yourself to PilExOS, you remain anonymous to the PilExOS. PilExOS uses cookies that are session-based and persistent-based. Session cookies exist only during one session. They disappear from your computer or device when you close your browser software or turn off your computer. Persistent cookies remain on your computer or device after you close your browser or turn off your computer. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our Sites or Services

Web Beacons

PilExOS may use Web beacons alone or in conjunction with cookies to compile information about Clients and Visitors’ usage of the PilExOS Sites and interaction

with emails from the PiExOS. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you view a particular Web site or Service tied to the Web beacon, and a description of a Web site or Service tied to the Web beacon. For example, PiExOS may place Web beacons in marketing emails that notify the PiExOS when you click on a link in the email that directs you to one of the PiExOS Sites. PiExOS uses Web beacons to operate and improve the PiExOS Sites, Services and email communications.

PiExOS may use Web beacons alone or in conjunction with cookies to compile information about Clients and Visitors' usage of the PiExOS Sites and interaction with emails from the PiExOS. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you view a particular Web site or Service tied to the Web beacon, and a description of a Web site or Service tied to the Web beacon. For example, PiExOS may place Web beacons in marketing emails that notify the PiExOS when you click on a link in the email that directs you to one of the PiExOS Sites. PiExOS uses Web beacons to operate and improve the PiExOS Sites, Services and email communications.

Log Files, IP Addresses, URLs and Other Data

As is true of most Sites, we gather certain information automatically to analyze trends in the aggregate and administer our Sites and Services. This information may include your Internet Protocol (IP) address (or the proxy server you use to access the World Wide Web), device and application identification numbers, your location, your browser type, your Internet service provider and/or mobile carrier, the pages and files you viewed, your searches, your operating system and system configuration information, and date/time stamps associated with your usage. Due to Internet communications standards, when you visit or use the PiExOS Websites and Services, we automatically receive the URL of the website from which you came and the website to which you go when you leave our Website. This information is used to analyze overall trends, to help us improve our Websites and Services, to track and aggregate non-personal information, and to provide the Websites and Services. For example, PiExOS uses IP addresses to monitor the regions from which Clients and Visitors navigate the PiExOS Sites. PiExOS also collects IP addresses from Clients when they log into the Services as part of the PiExOS "Identity Confirmation" and "IP Range Restrictions" security features

Social Media Features and Single Sign-on

The PiExOS Sites may use social media features, such as the Facebook “like” button (“Social Media Features”). These features may collect your IP address and which page you are visiting on the PiExOS Website, and may set a cookie to enable the feature to function properly. You may be given the option by such Social Media Features to post information about your activities on the PiExOS Website to a profile page of yours that is provided by a third party social media network in order to share with others within your network. Social Media Features are either hosted by a third party or hosted directly on the PiExOS Website. Your interactions with these features are governed by the privacy policy of the PiExOS providing the relevant Social Media Features. PiExOS also allows you to log in to certain of our Sites and Services using sign-in services such as Facebook Connect. These services will authenticate your identity and provide you the option to share certain personal information with us such as your name and email address to pre-populate our sign-up form.

Do Not Track

Currently, various browsers — including Internet Explorer, Firefox, and Safari — offer a “do not track” or “DNT” option that relies on a technology known as a DNT header, which sends a signal to Sites’ visited by the user about the user’s browser DNT preference setting. PiExOS does not currently commit to responding to browsers’ DNT signals with respect to the PiExOS’s Sites, in part, because no common industry standard for DNT has been adopted by industry groups, technology companies or regulators, including no consistent standard of interpreting user intent. PiExOS takes privacy and meaningful choice seriously and will make efforts to continue to monitor developments around DNT browser technology and the implementation of a standard.

5. PUBLIC FORUMS, AND CUSTOMER TESTIMONIALS

PiExOS may provide bulletin boards, blogs, or chat rooms on the PiExOS Sites. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used to send you unsolicited messages. PiExOS is not responsible for the personal information you choose to submit in these forums.

PiExOS posts a list of Clients and testimonials on the PiExOS Sites that contain

information such as Customer names and titles. PiExOS obtains the consent of each Customer prior to posting any information on such a list or posting testimonials.

6. SHARING OF INFORMATION COLLECTED

Service Providers

PiExOS may share Data about PiExOS Visitors, and Clients with the PiExOS contracted service providers so that these service providers can provide services on our behalf. These service providers are authorized to use your personal information only as necessary to provide the requested services to us. Without limiting the foregoing, PiExOS may also share Data about PiExOS Visitors, and Clients with the PiExOS service providers to ensure the quality of information provided, and with third-party social networking and media Sites, such as Facebook, for marketing and advertising on those Sites. Unless described in this Privacy Statement, PiExOS does not share, sell, rent, or trade any information with third parties for their promotional purposes.

PiExOS Affiliates

The PiExOS may share Data about PiExOS Clients with other companies in order to work with them, including affiliates of PiExOS. For example, the PiExOS may need to share Data about PiExOS Clients with other companies within the PiExOS group for customer support, marketing, technical operations and account management purposes.

Business Partners

From time to time, PiExOS may partner with other companies to jointly offer products, services, or programs (such as webinars or downloadable content) such as our Reserve with Google partnership. If you purchase, specifically express interest in, or register for a jointly-offered product, service, or program from or through PiExOS, the PiExOS may share Data about PiExOS Clients collected in connection with your purchase or expression of interest with our

partner(s). PiExOS does not control our business partners' use of the Data about PiExOS Clients that we collect, and their use of the information will be in accordance with their own privacy policies. If you do not wish for your information to be shared in this manner, you may opt not to purchase or specifically express interest in a jointly offered product or service.

Third Parties

Section 4 of this Privacy Statement, Web Site Navigational Information, specifically addresses the information we or third parties collect through cookies and web beacons, and how you can control cookies through your Web browsers. We may also disclose your personal information to any third party with your prior consent.

Billing

PiExOS uses a third-party service provider to manage credit card processing. This service provider is not permitted to store, retain, or use Billing Information except for the sole purpose of credit card processing on the PiExOS behalf.

Publishing Information

All of your Publishing Information will be publicly available on the Site and therefore accessible by any internet user. Any Publishing Information that you disclose to PiExOS becomes public information and you relinquish any proprietary rights (including but not limited to the rights of confidentiality and copyrights) in such information. You should exercise caution when deciding to include personal or proprietary information in the Publishing Information that you submit to us.

Compelled Disclosure

PiExOS reserves the right to use or disclose information provided if required by law or if the PiExOS reasonably believes that use or disclosure is necessary to

protect the PilExOS rights and/or to comply with a judicial proceeding, court order, or legal process.

7. INTERNATIONAL TRANSFER OF INFORMATION COLLECTED

To the extent you are a 'consumer' as defined under the California Consumer Privacy Act of 2019 and any subsequent amendments ("CCPA") and PilExOS is a 'business' as defined under CCPA, the following applies to you.

Under the CCPA, "personal information" is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household. Subject to the provisions of the CCPA, you have the right to request that we disclose certain information to you about our collection, use, disclosure, or sale of your personal information over the past 12 months.

8. THIRD-PARTY SERVICE INTEGRATIONS

Our Services allow Clients to integrate with Third-Party Integrations. To take advantage of this feature, Clients may need to authenticate, register for or log into such Third-Party Integrations through the Services or on the websites of their respective providers. When a Client connects Third-Party Integrations through the Services, or enables linking between Third-Party Integrations and the Services, PilExOS will only collect relevant information (such as authentication tokens) to enable such linkage between the Third Party Integrations and the Services. Please see Section 19 of the Terms of Use for more information. When a Customer enables the Services to link with Third-Party Integrations, the Third-Party Integrations will provide us with access to certain information that Client may have provided to the Third-Party Integrations and we will use, store and disclose such information in accordance with this Privacy Policy and the rules the Client sets at the backend to govern the linking. Please remember that

the manner in which Third-Party Integrations use, store and disclose your information is governed by the policies of such Third-Party Integrations.

9. CALIFORNIA-RESIDENT SPECIFIC RIGHTS

To the extent you are a 'consumer' as defined under the California Consumer Privacy Act of 2019 and any subsequent amendments ("CCPA") and PiExOS is a 'business' as defined under CCPA, the following applies to you.

Under the CCPA, "personal information" is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household. Subject to the provisions of the CCPA, you have the right to request that we disclose certain information to you about our collection, use, disclosure, or sale of your personal information over the past 12 months

- **Right to request for information**

You have the right to request information about:

- Categories of Personal Information PiExOS has collected about you.
- Specific pieces of Personal Information PiExOS has collected about you.
- Categories of sources from which the Personal Information is collected.
- Business or commercial purpose for collecting Personal Information.
- Categories of third parties with whom the business shares Personal Information

The list of categories of Personal Information collected and disclosed about consumers during the prior 12 months, and that

may be collected and disclosed going forward, are listed under sections 2 and 3.

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○ **Right to request for deletion of any Personal Information collected about you by PiExOS.**

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

○ **How to submit an access or deletion request:**

If you seek to exercise the foregoing rights to access or delete Personal Information, please contact us at info@pilexos.com. We respond to all requests we receive from you wishing to exercise your CCPA rights within a reasonable timeframe in accordance with applicable data protection laws. By writing to us, you agree to receive communication from us seeking information from you in order to verify you to be the consumer from whom we have collected the personal information and such other information as reasonably required to enable us to honor your request.

Only you, or a person or business entity registered with the California Secretary of State that you authorize to act on your behalf (an “authorized agent”), may make the requests set forth above. The request should include your contact information and describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it. In addition, you should provide sufficient information that allows us to reasonably verify that you are the person about whom we collected the personal information or an authorized representative of that person. In order to protect the security of your personal information, we will not honor a request if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. The method used to verify your identity will depend on the type, sensitivity, and value of the information, including the risk of harm to you posed by any unauthorized access or deletion. Generally speaking, verification will be performed by matching the identifying information provided by you to the personal information that we already have. Any disclosures we provide will only

cover the 12-month period preceding our receipt of your request (and will not be made more than twice in a 12-month period). If we cannot comply with a request, or cannot fully comply with a request, the response we provide will also explain the reasons we cannot comply.

We will not discriminate against you for exercising any of your CCPA rights.

- **Sale of Personal Information.**

PilExOS does not sell your Personal Information, as that term “sell” is defined under the CCPA.

10. COMMUNICATIONS PREFERENCES

PilExOS offers Visitors, Clients, and Attendees who provide contact information a means to choose how the PilExOS uses the information provided. You may manage your receipt of marketing and non-transactional communications by clicking on the “unsubscribe” link located on the bottom of the PilExOS marketing emails. Additionally, you may unsubscribe by contacting us using the information in the “Contacting Us” section below.

11. CORRECTING AND UPDATING YOUR INFORMATION

PilExOS may retain your information for a period of time consistent with the original purpose of collection. For instance, we may retain your information during the time in which you have an account to use our Sites or Services and for a reasonable period of time afterward. We also may retain your information during the period of time needed for PilExOS to pursue our legitimate business interests, conduct audits, comply with our legal obligations, resolve disputes and enforce our agreements.

You may request to review, correct, delete or otherwise modify any of the personal information that you have previously provided to us through the

PilExOS Sites and Services. If you have registered for an account with PilExOS, you may generally update your user settings, profile, organization's settings or event registration by logging into the applicable Website or Service with your username and password and editing your settings or profile. To update your billing information, discontinue your account, and/or request return or deletion of Your Data associated with your account, please contact your account representative or the customer service team for the applicable Service. For other requests to access, correct, modify or delete Your Data, please review the "Contacting Us" section below. Requests to access, change, or delete your information will be addressed within a reasonable timeframe. If you are an employee of a PilExOS customer, you may also wish to contact your PilExOS system administrator for assistance in correcting or updating your information.

12. CUSTOMER DATA

PilExOS Clients may electronically submit data or information to the Services for hosting and processing purposes ("Customer Data"). PilExOS will not review, share, distribute, or reference any such Customer Data except as provided in Appointy Terms of use, or as may be required by law. In accordance with PilExOS Terms of Use, PilExOS may access Customer Data only for the purpose of providing the Services or preventing or addressing service or technical problems or as may be required by law.

PilExOS acknowledges that you have the right to access your personal information. If personal information pertaining to you as an individual has been submitted to us by a PilExOS customer and you wish to exercise any rights you may have to access, correct, amend, or delete such data, please inquire with our customer directly. Because PilExOS personnel have limited ability to access data our Clients submit to our Services, if you wish to make your request directly to PilExOS, please provide the name of the PilExOS customer who submitted your data to our Services. We will refer your request to that customer, and will support them as needed in responding to your request within a reasonable timeframe.

13. SECURITY

PilExOS uses robust security measures to protect Data about PilExOS Clients.

Pilexos implements industry-standard security measures to protect personal data, including encryption in transit, access controls, authentication mechanisms, and monitoring. Data is hosted on Microsoft Azure, which provides physical, network, and infrastructure security controls aligned with industry standards.

14. CHILDREN'S PRIVACY

Our Service does not address and is not directed towards anyone under the age of 16 ("Children"). We do not knowingly collect personally identifiable information from anyone under the age of 16. If you are a parent or guardian and you are aware that your Child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

15. CHANGES TO THIS PRIVACY STATEMENT

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

16. CONTACTING US

Questions regarding this Privacy Statement or the information practices of the PiExOS Sites and Services should be directed to Us by emailing us at: support@pilexos.com