

PRIVACY POLICY

We take your privacy very seriously

This Privacy Policy applies to <https://www.tempelite.com/com> and TempElite LLC, and governs data collection and usage. For purposes of this Privacy Policy, unless otherwise noted, all references to TempElite LLC include <https://www.tempelite.com/>. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use, and share your personal information.

It also explains your rights in relation to your personal information and how to contact us or supervisory authorities in the event you have a complaint.

If you do not agree with our policies and practices, you can choose not to use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please review the policy periodically for updates.

Who we are

Our website address is <https://www.tempelite.com/>.

Personal information we collect about you

We may collect and use the following personal 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:

1. Information that directly identifies you such as your name, age, postal address, email address, and phone number;
2. Order and billing information such as payment information, shipping address, and billing address;
3. Information regarding your requests for appointments, services, or assistance;
4. Information about your geographic location;
5. Information about your purchases on our Site; and
6. Analytics about you as a user such as the type of device you use, your internet connection, and your preferences.

Usage and other information.

We do not collect any personal information about you unless you voluntarily provide it to us. But you may have to provide personal information to us when you elect to use certain services. These may include: (a) leaving comments; (b) subscribing to our blog; (c) sending us an email message; (d) scheduling an appointment. We will use your information to communicate with you

about the services you have requested from us. We may also gather more personal or non-personal information in the future.

You may also provide information to be published or displayed (hereinafter, “posted”) on public areas of the Website, or transmitted to other users of the Website or third parties (collectively “User Contributions”). Your User Contributions are posted on and transmitted to others at your own risk.

How your personal information is collected

We collect most of this personal information directly from you—in person, by telephone, text, or email, and via our website. But we may also collect information:

- From publicly accessible sources;
- Directly from a third party;
- From a third party with your consent;
- From cookies on our website; and
- Via our IT systems, including Google Analytics.

How and why we use your personal information

TempElite LLC collects and uses the information discussed above in a number of ways, such as:

- To present our Website and its contents to you.
- To provide you with information, products, or services that you request from us.
- To fulfill any other purpose for which you provide it.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us.
- To notify you about changes to our Website or any products or services we offer or provide through it.
- To provide you with notices about your account.
- To allow you to participate in interactive features on our Website.
- To comply with our legal and regulatory obligations.
- For our legitimate interests or those of a third party.
- For any other purpose with your consent.

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

TempElite LLC may also use your personally identifiable information to provide you with products and other services available from TempElite LLC (and/or its affiliates).

Promotional communications

We may use your personal information to send you updates by email, text message, telephone, or post about our products and/or services, including exclusive offers, promotions, or new products and/or services.

We have a legitimate interest in processing your personal information for promotional purposes (see above “How and why we use your personal information”). This means we do not usually need your consent to send you promotional communications.

Where consent is needed, we will ask for this consent separately and clearly.

We will always treat your personal information with the utmost respect and never sell it to other organizations.

You have the right to opt-out of receiving promotional communications at any time by using the “unsubscribe” link in emails or “STOP” number in texts.

We may ask you to confirm or update your marketing preferences if you instruct us to provide further products AND/OR services in the future or if there are changes in the law, regulation, or the structure of our business.

Who we share your personal information with

We routinely share personal information with:

- Service providers that we use to help deliver our products and/or services to you, such as payment service providers.
- Other third parties we use to help us run our business, such as marketing agencies or website hosts.
- Third parties approved by you, including social media sites you choose to link your account to or third-party payment providers.
- Our insurers and brokers.
- Our banks.

We only allow our service providers to handle your personal information if we are satisfied that they take appropriate measures to protect your personal information.

We also require that service providers agree not to use your personal information for any other purpose.

We may also share personal information with external auditors.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

We may also need to share some personal information with other parties, such as potential buyers of some or all of our business or during a re-structuring. If that happens, we will try to

anonymize your information, but that may not always be possible. The recipient of the information will be bound by confidentiality obligations.

Personal information we sold or disclosed for a business purpose.

We have not sold to a third party any personal information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household.

In the preceding 12 months, we have disclosed for a business purpose to one or more third parties the following categories of personal information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household:

- Identifiers (e.g., a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, driver's license number, or other similar identifiers);
- Information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, his or her name, signature, physical characteristics or description, address, telephone number, driver's license, or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information;
- Characteristics of protected classifications under California or federal law;
- Commercial information (e.g., records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies);
- Internet or other electronic network activity information (e.g., browsing history, search history, and information regarding a consumer's interaction with an Internet Web site, application, or advertisement);
- Geolocation data;
- Audio, electronic, visual, thermal, olfactory, or similar information;
- Professional or employment-related information; and
- Inferences drawn from any of the information identified above to create a profile about a consumer reflecting the consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.

Where your personal information is held

Information may be held at our offices and those of our third-party agencies, service providers, representatives, and agents as described above (see above: "Who We Share Your Personal Information with").

How long your personal information will be kept

We will keep your personal information while you have an account with us or while we are providing products AND/OR services to you. Thereafter, we will keep your personal information for as long as is necessary:

- To respond to any questions, complaints or claims made by you or on your behalf;
- To show that we treated you fairly; or
- To keep records required by law.

We will not retain your personal information for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of personal information.

When it is no longer necessary to retain your personal information, we will delete or anonymize it.

Your rights under the GDPR

- **Right to Access.** The right to be provided with a copy of your personal information.
- **Right to Rectification.** The right to require us to correct any mistakes in your personal information.
- **Right to be Forgotten.** The right to require us to delete your personal information—in certain situations.
- **Right to Restriction of Processing.** The right to require us to restrict the processing of your personal information—in certain circumstances, e.g. if you contest the accuracy of the data.
- **Right to Data Portability.** The right to receive the personal information you provided to us, in a structured, commonly used, and machine-readable format and/or transmit that data to a third party—in certain situations.
- **Right to Object.** The right to object: (i) at any time to your personal information being processed for direct marketing (including profiling) and (ii) in certain other situations to our continued processing of your personal information, e.g. processing carried out for the purpose of our legitimate interests.
- **Right Not to be Subject to Automated Individual Decision-Making.** The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you. For further information on each of those rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioner's Office (ICO) on individual rights under the General Data Protection Regulation.
- **Right to Know and Data Portability.** You have 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 (the "right to know"). Once we receive your request and confirm your identity, we will disclose to you: (a) The categories of personal information we collected about you. (b) The categories of sources for the personal information we collected about you. (c) Our business or commercial purpose for collecting or selling that personal information. (d) The categories of third parties with whom we share that personal information. (e) If we disclosed your personal information for a business purpose, a list disclosing: For a business purpose, identify the personal information categories that each

category of recipient obtained. (f) The specific pieces of personal information we collected about you (also called a data portability request).

Personal information sold or unused for a business purpose.

We do not sell any personal information to any business.

Right to deletion

Subject to certain exceptions set out below, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records; and
- Direct any service providers to delete your personal information from their records.

Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- 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 our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- Comply with an existing legal obligation; or
- Otherwise use your personal information internally, in a lawful manner that is compatible with the context in which you provided the information.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorized way. We limit access to your personal information to those who have a genuine business need to access it. Those processing your information will do so only in an authorized manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to exercise your rights

If you would like to exercise any of your rights as described in this Privacy Policy, please email us at SUPPORT@TEMPELITE.COM.

If you choose to contact us by email, you will need to provide the following information:

- Enough information to identify you (e.g., your full name, address and customer or matter reference number);
- Proof of your identity and address (e.g., a copy of your driving license or passport and a recent utility or credit card bill); and
- A description of what right you want to exercise and the information to which your request relates.

We are not obligated to make a data access or data portability disclosure if we cannot verify that the person making the request is the person about whom we collected information or is someone authorized to act on such person's behalf.

Any personal information we collect from you to verify your identity in connection with your request will be used solely for the purposes of verification.

How to file a GDPR complaint

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority in the European Union state where you work, normally live, or where any alleged infringement of data protection laws occurred.

Changes to this privacy notice

We may change this privacy notice from time to time—when we do, we will inform you via our Website or email.

How to contact us

TempElite LLC welcomes your questions or comments regarding this Privacy Policy. If you believe TempElite LLC has not adhered to this Policy, please contact us at SUPPORT@TEMPELITE.COM.

Do you need extra help?

If you would like this notice in another format — for example, audio, large print, braille, and so on — please contact us (see “How to contact us” above).