

DREAMFACE PRIVACY POLICY

Last Updated: 08/02/2022

This Privacy Policy (“**Policy**”) describes how DreamFace Technologies, LLC (“**DreamFace**” or “we”, “us” or “our”) uses Personal Information we process in connection with your use of the Ryan technology and related software (collectively, the “**Software**”), as well as any website, including the features, functionalities, browser extensions and other services available through our websites, including <https://ryanrobotics.com> (collectively, our “**Websites**”).

When we refer to “Personal Information” in this Policy, we mean information that identifies, relates to, describes or is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, to a particular individual. Please note, as used in this Policy, “Personal Information” does not include that has been deidentified or aggregated in a way that cannot be used to identify a specific individual.

Please read this Policy carefully – it provides information about how we collect, use and disclose your Personal Data in connection with our Platform.

We are committed to protecting your Personal Information and protecting your privacy. Our Software does not record you or store any videos about you. Any use of a camera or other video capture device is used solely to take measurements and our Software is designed so that we cannot identify a specific person from those measurements. If you have any questions or concerns, please contact us at info@dreamfacetech.com.

1. PERSONAL INFORMATION COLLECTED THROUGH OUR SOFTWARE

IF YOU ARE A USER OF OUR SOFTWARE, PLEASE READ THIS SECTION CAREFULLY. IT DESCRIBES THE PERSONAL INFORMATION WE COLLECT THROUGH OUR SOFTWARE, HOW WE USE THAT PERSONAL INFORMATION, AND WHO WE DISCLOSE THAT PERSONAL INFORMATION TO.

1.1. Our Software. Where we collect Personal Information about users through the Software (“**User Personal Information**”), that Personal Information will be collected and used in accordance with this Policy. Additionally, depending on how you interact with our Software, there may be some cases where we need to provide you with additional information about how we use your User Personal Information and/or what options you have regarding our use of your User Personal Information. We may provide this additional information via notices provided through the Software or via direct communication with you. If we do this, unless we tell you otherwise, the additional information will apply to what is described in this Policy.

1.2. Goals for Collection. Our primary goals in collecting Software Personal Information are to provide and improve our Software and to communicate with our users.

1.3. Personal Information Collected. Our Software is designed to interact with users to act as a social companion that adapts to a user’s needs based on those interactions. To do this, our Software collects certain User Personal Information, which may include:

- ◊ Identifiers and contact information, such as a user’s real name or alias, physical address, email address and similar information

- ◇ Account information, such as a user's username, password, account activity
- ◇ Demographic information, such as a user's age, gender and similar information
- ◇ Location information, such as where a user lives or is located and similar information
- ◇ Information about whether a user is a patient or resident at a therapeutic or other type of care facility
- ◇ Information about a user's interests, hobbies and similar information
- ◇ Information about what a user looks like, their facial expressions and similar information
- ◇ Information about a user's family members, such as their names, ages, type of relationship and similar information
- ◇ Information we learn through a user's conversations and other interactions with our Software
- ◇ Other information our users provide us, either directly or through their interactions with our Software.

We will not collect any User Personal Information from our users without their express permission. We obtain this permission when a user creates their account connected to our Software.

1.4. How we Collect User Personal Information.

- (a) Directly from Users.** When users use our Software, such as creating an account or interacting with devices that operate or integrate with our Software, we may ask users to provide certain User Personal Information or automatically collect it through the normal operation of the Software. Some of the User Personal Information we request may not be required; however, we will specifically indicate what User Personal Information is required to engage in such activity.
- (b) From Third Parties.** We may obtain information (which may include User Personal Information) about our users from sources that are not us, including, but not limited to, therapeutic and long-term residential facilities that make our Software available to patients and residents ("**Third Party Facilities**").

1.5. How We Use and Disclose User Personal Information

- (a) Our Use.** We may use and disclose User Personal Information for the following purposes:
 - ◇ For any purpose and to any third party with a user's consent and/or to fulfill any other purpose for which a user provides User Personal Information or otherwise specifies;
 - ◇ To operate and improve our Software;
 - ◇ To notify users about changes to the Software;
 - ◇ To provide customer service, including to respond to users' comments or questions;
 - ◇ To facilitate users' use of the features available through the Software;

- ◊ To notify users about issues with, or changes to, our policies;
- ◊ To carry out our obligations and to enforce our rights arising from any contracts we have entered into with respect to the Software, including, but not limited to, any such contracts between us and our users

(b) Disclosures to Third Party Service Providers. User Personal Information may be shared with, or collected on our behalf by, third party service providers who provide us with services, including, but not limited to, data hosting or processing. We require these third party service providers to exercise reasonable care to protect User Personal Information and restrict their use of User Personal Information to the purposes for which it was provided to them.

(c) Disclosures to Third Party Facilities. For users that are patients or residents at a Third Party Facility, such Third Party Facilities will be aware of the names of users who have been provided access to our Software at such Third Party Facility. Additionally, depending on the type of Third Party Facility, we will share additional User Personal Information with such Third Party Facilities as follows:

- ◊ For Third Party Facilities that are assisted care facilities or memory care facilities (“**Assisted Care Facilities**”), we provide User Personal Information about residents who use the Software to the applicable Assisted Care Facility to enable them to provide support and assistance to such residents. All User Personal Information shared with an Assisted Care Facility Sharing is subject to agreements between such Assisted Care Facilities and their residents and the applicable Assisted Care Facility’s privacy policy. We are not responsible for any Assisted Care Facility’s privacy and security practices, and this Policy does not apply to how any Assisted Care Facility, or any other third party, uses or protects User Personal Information.
- ◊ For Third Party Facilities that are an independent care facility (“**Independent Care Facilities**”), we only provide User Personal Information to such Independent Care Facilities for residents who use the Software at the applicable Independent Care Facility and who have expressly consented to us sharing their User Personal Information with such Independent Care Facility. Such users are permitted to withdraw their consent at any time and are not required to provide such consent in order to access our Software in connection with an Independent Care Facility. Independent Care Facilities may use the User Personal Information we provide to them for a variety of purposes, including, but not limited to, providing treatment and other services to patients and residents. All such User Personal Information is subject to the applicable Independent Care Facility’s privacy policy. We are not responsible of any Independent Care Facility’s privacy and security practices, and this Policy does not apply to how any Independent Care Facility, or any other third party, uses or protects User Personal Information.

(d) Sale of Our Business; Bankruptcy. In the event of a merger, acquisition, bankruptcy, or other sale of all or a portion of our assets, we may transfer or allow third parties to use information owned or controlled by us, including User Personal Information. We reserve the right, in connection with these types of transactions, to transfer or assign User Personal Information and other information we have collected to third parties or to authorize such third parties to use any such

information. Except as ordered by a bankruptcy or other court, the use and disclosure of all transferred User Personal Information will be subject to this Policy. However, any User Personal Information submitted or collected after this type of transfer may be subject to a new privacy policy adopted by the successor entity.

- (e) Compliance with Laws and Law Enforcement.** We cooperate with government and law enforcement officials or private parties to enforce and comply with the law. To the extent permitted under applicable law, we may disclose any User Personal Information and other information to government or law enforcement officials or private parties as we believe is necessary or appropriate to investigate, respond to and defend against legal claims, for legal process (including subpoenas), to protect our property and rights or those of a third party, to protect us against liability, for the safety of the public or any person, to prevent or stop any illegal, unethical, fraudulent, abusive or legally actionable activity, to protect the security and integrity of our Software and any equipment used to make the Software available, and to comply with applicable law.
- (f) Information Collected in Connection with Research or Evaluation Studies.** From time-to-time, users may be invited to participate in a research or evaluation study that includes the use of User Personal Information we have collected and may involve the collection of additional User Personal Information in connection with such research or evaluation study. Prior to releasing or otherwise using User Personal Information in connection with any such research or evaluation study, we will ensure that users: (1) have received and accepted an invitation to participate in such research or evaluation study; and (2) have expressly consented to any collection, use, or disclosure of User Personal Information applicable to such research or evaluation study. Please note, as otherwise described in this Policy, the foregoing only applies to research or evaluation studies that utilize User Personal Information and does not apply to any research or evaluation study conducted utilizing de-identified, aggregated, or otherwise anonymized User Personal Information ("**Aggregated User Information**").
- (g) As Directed by Our Users.** Upon a user's consent and/or pursuant to a user's instructions, we will share such user's User Personal Information with others.
- (h) Aggregated Information.** We reserve the right create Aggregated User Information from the User Personal Information we collect and reserve the right to use such Aggregated User Information for any purposes permitted by law, which may include, but are not necessarily limited to, improving our Software, research and evaluation purposes, and to better understand how users with different demographics use and interact with our Software. Aggregated User Information does not identify any particular individual and is not subject to this Policy.

2. INFORMATION COLLECTED THROUGH OUR OPERATIONS

IF YOU ACCESS OR USE OUR WEBSITES OR OTHERWISE ENGAGE OR INTERACT WITH US IN CONNECTION WITH OUR GENERAL BUSINESS OPERATIONS, PLEASE READ THIS SECTION CAREFULLY. IT DESCRIBES THE PERSONAL INFORMATION WE COLLECT THROUGH OUR WEBSITES AND GENERAL BUSINESS OPERATIONS, HOW WE USE THAT PERSONAL INFORMATION, AND WHO WE DISCLOSE THAT PERSONAL INFORMATION TO.

2.1. Our Websites and Business Operations. When we collect Personal Information about individuals outside of the Software, through our Websites and our general business operations (collectively, with our Websites, our “**Operations**”) (such Personal Information is referred to in this Policy as “**Operational Personal Information**”), such Operational Personal Information will be collected and used in accordance with this Policy. You can access and interact with our Websites in many ways, including from a computer or mobile device. This Policy applies regardless of how you access or interact with our Websites. Additionally, depending on how you interact with our Operations, there may be some cases where we need to provide you with additional information about how we use your Operational Personal Information and/or what options you have regarding our use of your Operational Personal Information. We may provide this additional information via notices on our Websites or via direct communications with you. If we do this, unless we tell you otherwise, the additional information will apply in addition to what is described in this Policy.

2.2. Goals for Collection. Our primary goals in collecting Operational Personal Information are to provide and improve our Software and Websites, to conduct our Operations, to communicate with you, and to enable visitors to our Websites to enjoy and easily navigate them.

2.3. Categories of Operational Personal Information We Collect. The Operational Personal Information we may collect about you depends on the types of activities you engage in on our Websites or how you otherwise interact with our Operations. Generally, we may collect and disclose the Operational Personal Information listed below. Please note, depending on how you interact with us, we may not collect all (or any) of the Operational Personal Information identified below.

- (a) Identifiers and contact information, such as your real name or alias, physical address, email address, IP address and similar information;
- (b) Online identifiers you use, such as your username, password, account activity and similar information;
- (c) Account information, such as your username, password, account activity and similar information if you create an account on our Websites;
- (d) Demographic information, such as your age, gender and similar information;
- (e) Employment information, such as your employer, job title and similar information; and
- (f) Other information you or third parties provide to us.

2.4. How We Collect Operational Personal Information.

- (a) **Directly From You.** When you engage with us in connection with our Operations, such as requesting information, signing up to receive communications, communicating with us, or otherwise interacting with us, we may ask you to provide certain Operational Personal Information. Some of the Operational Personal Information we request may not be required; however, we will specifically indicate what Operational Personal Information is required to engage in such activity.
- (b) **From Third Parties.**

- ◇ We may obtain information (which may include Operational Personal Information) about you from sources that are not us, including, but not limited to, the Internet, offline sources, social media platforms, advertising or marketing platforms, various service providers, and other public or commercial services (collectively, “**Third Party Sources**”) and any information collected by or in connection with any of those Third Party Sources.
- ◇ When you access our Websites through certain Third Party Sources, associate our Websites with certain Third Party Sources or share our content via certain Third Party Sources, you acknowledge and agree that you are authorizing us to collect, store, share and use any content and information we receive from those Third Party Sources about you in accordance with this Policy.
- ◇ We may combine the content and information we receive from Third Party Sources with any information that we obtain about you in connection with our Operations. In some cases, you may be able to revoke our access to content and other information we receive from certain Third Party Sources, including any social networking sites you connect to through our Websites, by changing the appropriate settings for your account with the applicable Third Party Source.
- ◇ We might also obtain Operational Personal Information about you from others that refer you to us.

2.5. How We Use and Disclose Operational Personal Information.

We use and disclose Operational Personal Information for various purposes.

(a) General Purposes. We may use and share your Operational Personal Information for the following purposes:

- ◇ for any purpose with your consent and/or to fulfill any other purpose for which you provide your Operational Personal Information or otherwise specify;
- ◇ to present our Websites and/or changes and updates to our Websites;
- ◇ to understand and analyze Website usage trends and user preferences;
- ◇ to notify you about changes to our Operations;
- ◇ to present content to you and other users to fulfill our business purposes;
- ◇ to provide you with information that you request or that may be of interest to you;
- ◇ to provide customer service, including to respond to your comments or questions;
- ◇ to facilitate your use of the features you elect to use on our Websites;
- ◇ to notify you about issues with, or changes to, our policies;
- ◇ to promote our Operations or to provide other promotions and services to you, including, but not limited to, jointly with our third party marketing partners (our “**Marketing Partners**”). In addition, we may share your Operational Personal Information with our Marketing

Partners for such Marketing Partners' own use. If you do not wish to receive these communications (which may occur via email), you may opt out by using one or more of the options described in the "Managing Your Operational Personal Information" section below;

- ◇ to carry out our obligations and to enforce our rights arising from any contracts we have entered into, including, but not limited to, any such contracts between you and us. This may include disclosing your Operational Personal Information to your employer or other entity on whose behalf you interact with our Operations;
- ◇ to display and target advertisements, marketing, promotions and content via our Websites and in connection with any Third Party Sources or Marketing Partners. For more information, please see the "Targeted Advertising" section below; and
- ◇ to certain trusted representatives, advisors, business partners and corporate affiliates for certain purposes, including, but not limited to, providing services and support through our Websites, enhancing your experience on our Websites, and operation of our Websites.

(b) Sale of Our Business; Bankruptcy. In the event of a merger, acquisition, bankruptcy, or other sale of all or a portion of our assets, we may transfer or allow third parties to use information owned or controlled by us, including Operational Personal Information. We reserve the right, in connection with these types of transactions, to transfer or assign Operational Personal Information and other information we have collected to third parties or to authorize such third parties to use any such information. Except as ordered by a bankruptcy or other court, the use and disclosure of all transferred Operational Personal Information will be subject to this Policy. However, any Operational Personal Information submitted or collected after this type of transfer may be subject to a new privacy policy adopted by the successor entity.

(c) Compliance with Laws and Law Enforcement. We cooperate with government and law enforcement officials or private parties to enforce and comply with the law. To the extent permitted under applicable law, we may disclose any Operational Personal Information and other information to government or law enforcement officials or private parties as we believe is necessary or appropriate to investigate, respond to and defend against legal claims, for legal process (including subpoenas), to protect our property and rights or those of a third party, to protect us against liability, for the safety of the public or any person, to prevent or stop any illegal, unethical, fraudulent, abusive or legally actionable activity, to protect the security and integrity of our Software and any equipment used to make the Software available, and to comply with applicable law.

(d) As Directed by You. Upon your consent and/or pursuant to your instructions, we will share your Operational Personal Information with others.

(e) Aggregated Information. We reserve the right to de-identify, aggregate, and otherwise anonymize Operational Personal Information ("**Aggregated Operational Information**") and reserve the right to use such Aggregated Operational Information for purposes permitted by law, which may include, but are not necessarily limited to, improving our Software, research purposes, and to better understand how users with different demographics use and interact with

our Software. Aggregated Operational Information does not identify any particular individual and is not subject to this Policy.

2.6. Usage Information.

(a) Usage Information We Collect. We may collect information about the devices that access or interact with our Websites (“**Usage Information**”), which may include:

- ◇ Device information, such as the IP address, general geographic location, operating system, browser type, language preferences, mobile phone number, device identifier and other similar information associated with a computer or mobile device used to access or interact with our Websites;
- ◇ Information about interactions with our Websites, such as links that are clicked, pages or screens that are viewed, access and session times, interactions with emails we send, and other similar information associated with activities on our Websites;
- ◇ Information about Internet and network activity, such as Websites visited, search engine results and similar information associated with a computer or mobile device that accesses or interacts with our Websites;
- ◇ Information automatically collected by cookies and other technologies on our Websites; and
- ◇ Any other information that computer or mobile device automatically sends whenever connected to a website or other online application.

Usage Information, by itself, generally does not identify the specific person using the computer or mobile device that generated it. This means that Usage Information usually will not be considered Personal Information and our use of such Usage Information is not subject to this Policy. However, if we link Usage Information directly with other Personal Information or other information that could identify a specific person, we will treat the linked Usage Information as User Personal Information or Operational Personal Information, as applicable, and use the linked Usage Information in accordance with this Policy.

2.7. How we Collect Usage Information

We collect Usage Information in a variety of ways. Some Usage Information, such as the IP address of the computer or mobile device attempting to access our Websites, is necessary for us to make the Websites available. Other Usage Information, such as information about what features on our Websites are popular, help us to improve our Websites.

- (a)** When you access our Websites, our systems automatically record Usage Information that your computer or mobile device sends whenever you visit a website or use an online application, as well as Usage Information about how long your computer or mobile device is connected to our Websites and the activities that your computer or mobile device engages in while connected to our Websites.
- (b)** We may automatically collect information using “cookies”. Cookies are small data files stored on your hard drive or mobile device storage by a website and other online applications. Among other things, cookies help us improve our Websites and your experience. We use cookies to see which

areas and features of our Websites are popular and to understand usage of our Websites. We use two broad categories of cookies: (1) first party cookies, served directly by us to your computer or mobile device, which are used only by us to recognize your computer or mobile device when it revisits our Websites; and (2) third party cookies, which are served through certain third parties on our Websites, and can be used by such third parties to recognize your computer or mobile device when it visits other sites or uses other online applications. For more information about third party cookies used on our Websites, please see the “Third Party Personal Information Collection” section below. Further information about cookies, including how to see what cookies have been set on your computer or mobile device and how to manage and delete them, please visit <https://www.allaboutcookies.org/>.

- (c) We may collect information using web beacons, clear gifs, pixel tags or other similar technologies. These technologies are electronic images that may be used on our Websites or in emails we send. We use these technologies to deliver cookies, count visits, understand usage and observe data on email delivery, open rates, click rates, bounces, unsubscribes and other information.
- (d) Please note that we have not yet developed a response to browser Do Not Track signals, and do not change any of our data collection practices when we receive such signals. We will continue to evaluate potential responses to Do Not Track signals in light of industry developments and legal changes.

2.8. Information Collected by Third Parties. Based on the nature of our Websites, third parties may collect information from or about you through your use of our Websites. This section describes the different categories of third parties that may collect information about you in connection with our Websites.

- (a) **Linked Third Party Content.** Any links to other websites, applications or other third party content on our Websites are not an endorsement, authorization or representation that we are affiliated with that third party and we are not responsible for the content, privacy and security policies and practices of any third party. We encourage you to read the privacy policies or statements applicable to any third party websites, applications or content you access.
- (b) **Third Party Cookies and Other Tracking Technologies.** We may use tracking solutions provided through certain Third Party Services on our Websites and Apps, such as those outlined below.
 - ◇ **Google Analytics.** We may use Google Analytics, a web analytics service provided by Google, Inc. (“Google”), to assist us in understanding how our Websites and Apps are used. Google Analytics will place cookies on your computer or mobile device that will generate information that we select about your use of the Websites and Apps, including your computer’s or mobile device’s IP address. That information will be transmitted directly to and stored by Google. The information will be used for the purposes of evaluating use of the Websites and Apps, compiling reports on activity on our Websites and Apps for our use and providing other services relating to activity on, and usage of, our Websites and Apps. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google’s behalf. You may refuse the use of cookies by selecting the appropriate settings on your browser. Please note that by doing so, you may

not be able to use the full functionality of our Websites and Apps. The use of cookies by Google Analytics is covered by Google's privacy policy, available at <https://policies.google.com/privacy>. Google allows you to opt out of Google Analytics. You may opt-out by visiting <https://tools.google.com/dlpage/gaoptout>.

- ◊ **Google Tag Manager.** We may use Google Tag Manager ("GTM"), a tag management system that allows JavaScript and HTML tags to be quickly deployed and updated on portions of our Websites and Apps for tracking and analytics. GTM enables the use of Google Analytics. If you have opted out of Google Analytics, GTM takes this opt out into account. For more information about the privacy practices applicable to GTM, please refer to <https://policies.google.com/privacy/> and the terms of use at <https://www.google.com/analytics/tag-manager/use-policy>.

(c) Single Sign-On. Our Websites may offer the ability for you to register and sign-in through other services you already utilize. Please see the following sections for information about data that is collected by and/or provided to us through such sign-on services.

- ◊ **Apple Single Sign-On:** Our Websites may offer the ability for you to register and sign in using your Apple ID. This option only gathers the minimum data necessary to create a user on the applicable Website(s). These Websites will store and utilize the following attributes: first name, last name, email address, IP address, device model, device operating system and web browser in order to create your user record. These Websites may also store and utilize the following attributes: time zone, disk space, carrier, screen size, processor cores, total disk space and remaining disk space. Your Apple data will not be sold, redisclosed, or edited through this process. We only collect the above noted data, regardless of other data you may have allowed for public consumption. Access to this registration and sign-in option may be limited by which Websites you access or having a compatible device/operating system that meets Apple requirements. By using the Apple single sign-on service, Apple will know that you are signing into our Websites and that you are a user of our Websites.
- ◊ **Google Single Sign-On.** Some of our Websites may offer the ability for you to register and sign in using your Google Account. This option only gathers the minimum data necessary to create a user on the applicable Website(s). These Websites will store and utilize the following attributes: first name, last name, email address, IP address, device model, device operating system and web browser in order to create your user record. These Websites may also store and utilize the following attributes: time zone, disk space, carrier, screen size, processor cores, total disk space and remaining disk space. Your Google data will not be sold, redisclosed, or edited through this process. We only collect the above noted data, regardless of other data you may have allowed for public consumption. Access to this registration and sign-in option may be limited by which Website(s) you access or having a compatible device/operating system that meets Google requirements. By using the Google single sign-on service, Google will know that you are signing into our Products and that you are a user of our Products.
- ◊ **Facebook Single Sign-On.** Some of our Websites may offer the ability for you to register and sign in using your Facebook Account. This option only gathers the minimum data necessary to create a user on the applicable Website(s). These Websites will store and utilize the

following attributes: first name, last name, email address, IP address, device model, device operating system and web browser in order to create your user record. These Websites may also store and utilize the following attributes: time zone, disk space, carrier, screen size, processor cores, total disk space and remaining disk space. Your Facebook data will not be sold, redisclosed, or edited through this process. We only collect the above noted data, regardless of other data you may have allowed for public consumption. Access to this registration and sign-in option may be limited by which Website(s) you access or having a compatible device/operating system that meets Facebook requirements. By using the Facebook single sign-on service, Facebook will know that you are signing into our Products and that you are a user of our Products.

3. MANAGING YOUR PERSONAL INFORMATION

We offer several choices with respect to how we use User Personal Information and Operational Personal Information. This section describes the mechanisms available to control the Personal Information collected through our Software and in connection with our Operations.

- 3.1. Tools to Contact Us.** If you want to update any Personal Information you have provided to us, update your preferences, control communications we send you or otherwise contact us about your Personal Information, please email us at info@dreamfacetech.com.
- 3.2. Additional Tool for Email Communications.** For email communications you receive from us, you may opt-out of receiving such communications by following the unsubscribe instructions contained in most email messages from us. Your unsubscribe request or email preference changes will be processed promptly, though this process may take several days. During that processing period, you may receive additional emails from us. Please note, opting out of email communications will only apply to marketing and other promotional emails and will not apply to any email or other communications sent for non-marketing purposes, including, but not limited to, emails and other communications about, with respect to User Personal Information, your use of our Software, and with respect to Operational Personal Information, your orders and other interactions with our Operations.
- 3.3. Additional Tool for Text and Telephone Communications.** If you have provided us with your prior express consent to receive communications via an automatic telephone system (autodialer), artificial or recorded voice messages or text messages, we may use your information to send text messages to any mobile device connected to your cell phone number until you opt out from future text messages by replying STOP to any text messages you receive from us. Once you cancel, we will send one additional confirmation text message stating that you have opted out of receiving automated text messages from us.
- 3.4. Closing Your Account.** You may cancel your account by contacting us at info@dreamfacetech.com and following the instructions we provide. We may ask for the following information to identify and verify your account and complete your request: (1) the Software or Website your account is connected to (e.g., MyRyan); (2) the email address associated with your account (the address you use to login); and (3) whether you would like us to fully delete your account and/or remove your contact information from our email notifications. Please note, we cannot look up your account using your first and last name or using any email address other than the one associated with your account.

Please note, in some circumstances we may not permit you to close your account, including in situations where: (1) you have any pending transactions, an open dispute or claim; (2) if your account is subject to a hold; and/or (3) you are cancelling your account in an attempt to evade any investigation.

3.5. Targeted Advertising. If you do not want us to use Operational Personal Information that we collect, or that you provide, to deliver advertisements according to our or our Marketing Partners' target audience preferences, you can opt-out by sending us an email with your request to info@dreamfacetech.com. We do not control third parties' collection or use of information to serve interest-based advertising to you. However, these third parties may provide you with ways to choose not to have information about you collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's website, located at <https://www.networkadvertising.org>.

3.6. Deleting Your Personal Information.

(a) To request deletion of your User Personal Information, please submit a request to us by emailing us at info@dreamfacetech.com. Subject to certain exceptions, once we receive and confirm your request, we will delete your User Personal Information from our records. Please note, we may deny your deletion request under certain circumstances, and will inform you of the basis for the denial, which may include, without limitation, in circumstances where retaining your User Personal Information is necessary for us or our service providers to:

- ◇ complete the transaction for which we collected the User 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;
- ◇ 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 User Personal Information that are compatible with the context in which you provided it.

(b) Only you, or a party that you authorized on your behalf, may make a request related to the deletion of your User Personal Information. You may also make a request on behalf of your minor child.

(c) Your request for deletion must:

- ◇ provide sufficient information that allows us to reasonably verify you are the person about whom we collected User Personal Information or an authorized representative; and
- ◇ describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

- (d) We cannot respond to your request or delete your User Personal Information if we cannot verify your identity or authority to make the request and confirm the User Personal Information relates to you.

4. SECURITY OF YOUR PERSONAL INFORMATION

We are committed to protecting the security of all Personal Information we collect, whether User Personal Information or Operational Personal Information. We maintain commercially reasonable safeguards to maintain the security and privacy of all Personal Information we collect and use in connection with our Software and our Operations. Nevertheless, when disclosing Personal Information, you should remain mindful that there is an inherent risk in the use of email and the Internet. Your Personal Information and other information may be intercepted without our knowledge or consent, collected illegally and/or used by third parties that are not affiliated with and/or controlled by us. We cannot guarantee the security of any information, including your Personal Information, that you disclose online, and you do so at your own risk.

5. CHILDREN'S PRIVACY

Our Software and Operations are not intended for anyone under 18 years of age. We do not knowingly collect or allow the collection of Personal Information in connection with our Software or Operations from anyone under the age of 13. If we learn that we have collected the Personal Information of anyone under the age of 13, we will take appropriate steps to delete this information. If you are a parent or guardian of someone under the age of 13 and discover that your child has submitted Personal Information to us, you may contact us at info@dreamfacetech.com and ask us to remove your child's Personal Information from our systems.

6. INTERNATIONAL TRANSFERS

Our Software and Operations are conducted exclusively in the United States and are only intended for individuals located in the United States. User Personal Information collected through our Software and Operational Personal Information collected through our Operations are stored and processed in the United States. If you access or use our Software or Operations from outside the United States, you expressly consent to any transfer of User Personal Information or Operational Personal Information, as applicable, outside of such country to the United States. Please note, the United States has not been assessed as having adequate privacy laws in some countries and economic regions.

7. CALIFORNIA PRIVACY RIGHTS

Under California's Shine the Light Law, you have the right, once per calendar year, to request information from us regarding the manner in which we share certain categories of Personal Information with third parties for their direct marketing purposes, in addition to other rights described in this Policy. We do not provide any User Personal Information to any third party for their direct marketing purposes.

For Operational Personal Information, pursuant to California's Shine the Light Law, you have the right to send us a request at the email address designated below to receive the following information:

- a. the categories of Operational Personal Information we disclosed to third parties in connection with our Operations for their direct marketing purposes during the preceding calendar year;
- b. the names and addresses of the third parties that received the information; and
- c. if the nature of the third party's business cannot be determined from their name, examples of the products or services they market.

This information may be provided in a standardized form that is not specific to you. The designated email address for these requests is info@dreamfacetech.com.

8. UPDATES TO THIS POLICY

From time to time we may revise this Policy to reflect changes in our Software and/or Operations, or to ensure that this Policy complies with applicable laws. Consequently, we reserve the right to update and revise this Policy at any time in our sole discretion. Your continued use of our Software and/or Websites and/or engagement with our Operations, all as applicable, means that you accept and agree to this Policy as amended or revised from time to time, and you should therefore review this Policy regularly to ensure that you are aware of its terms. You will know if this Policy has been revised since your prior visit by referring to the Last Updated Date at the top of this page.

9. CONTACT US

We welcome your questions, comments and concerns about privacy. Please email us at info@dreamfacetech.com with any questions or feedback you have pertaining to our privacy practices.