

THE IAPMO GROUP CUSTOMER PRIVACY POLICY

The IAPMO Group's Customer Privacy Policy covers the collection, use, and disclosure of personal information that may be collected by The IAPMO Group anytime you interact with The IAPMO Group, such as when you visit our website, when you purchase The IAPMO Group products and services, or when you call our sales or support associates. This Customer Privacy Policy is intended to govern individual consumer interaction with The IAPMO Group website(s) and does not relate to any existing or prospective contractual relationships entered into by any client, manufacturer, or Listee of IAPMO R&T or IAPMO R&T Lab. Please take a moment to read the following to learn more about our information practices, including what type of information is gathered, how the information is used and for what purposes, to whom we disclose the information, and how we safeguard your personal information. Your privacy is a priority at The IAPMO Group, and we go to great lengths to protect it.

Why The IAPMO Group collects personal information

The IAPMO Group collects your personal information because it helps us deliver a superior level of customer service. It enables us to give you convenient access to our products and services and focus on categories of greatest interest to you. In addition, your personal information helps us keep you posted on the latest product announcements, software updates, special offers, and events that you might like to hear about.

What information The IAPMO Group collects and how it may be used

There are a number of situations in which your personal information may help The IAPMO Group provide better products and services. For example: The IAPMO Group may ask for your personal information when you're discussing a service issue on the phone with an associate, downloading a software update, registering for a seminar, participating in an online survey, registering your products, purchasing a product, or otherwise interfacing with The IAPMO Group. When you interact with The IAPMO Group, we may collect personal information relevant to the situation, such as your name, mailing address, phone number, email address, and contact preferences; your credit card information and information about The IAPMO Group products you own, such as their serial numbers and date of purchase; and information relating to a support or service issue. The IAPMO Group may also collect information for market research purposes — such as your occupation and where you use your computer — to gain a better understanding of The IAPMO Group customers and thus provide more valuable service. The IAPMO Group may use personal information to provide products that you have requested as well as for auditing, research, and analysis to improve The IAPMO Group's products.

When The IAPMO Group discloses your information

The IAPMO Group takes your privacy very seriously. The IAPMO Group does not sell or rent your contact information to other marketers.

Within The IAPMO Group

To help The IAPMO Group provide superior service, your personal information may be shared with legal entities within The IAPMO Group globally who will take steps to safeguard it in accordance with The IAPMO Group's Customer Privacy Policy.

With The IAPMO Group service providers, vendors, and strategic partners

There are also times when it may be advantageous for The IAPMO Group to make certain personal information about you available to companies that The IAPMO Group has a strategic relationship with or that perform work for The IAPMO Group to provide products and services to you on our behalf. These companies may help us process information, extend credit, fulfill

customer orders, deliver products to you, manage and enhance customer data, provide customer service, assess your interest in our products and services, or conduct customer research or satisfaction surveys. These companies are also obligated to protect your personal information in accordance with The IAPMO Group's policies, except if The IAPMO Group informs you otherwise at the time of collection. If you are approved for service, your account will be governed by The IAPMO Group and its carrier's respective privacy policies. Without such information being made available, it would be difficult for you to purchase products, have products delivered to you, receive customer service, provide us feedback to improve our products and services, or access certain services, offers, and content on The IAPMO Group website. At times The IAPMO Group may be required by law or litigation to disclose your personal information. The IAPMO Group may also disclose information about you if The IAPMO Group determines that for national security, law enforcement, or other issues of public importance, disclosure is necessary.

How The IAPMO Group protects your personal information

The IAPMO Group takes precautions to safeguard your personal information against loss, theft, and misuse, as well as unauthorized access, disclosure, alteration, and destruction.

Integrity of your personal information

The process by which The IAPMO Group makes changes to personal information is to make any changes when you contact The IAPMO Group to advise of a change in your personal information.

Cookies and other technologies

As is standard practice on many corporate websites, The IAPMO Group's website uses "cookies" and other technologies to help us understand which parts of The IAPMO Group websites are the most popular, where our visitors are going, and how much time they spend there. The IAPMO Group also uses cookies and other technologies to make sure that The IAPMO Group online advertising is bringing customers to our products and services. The IAPMO Group uses cookies and other technologies to study traffic patterns on The IAPMO Group website, to make it even more rewarding as well as to study the effectiveness of our customer communications. And The IAPMO Group uses cookies to customize your experience and provide greater convenience each time you interact with us.

As is true of most websites, we gather certain information automatically and store it in log files. This information includes Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole. IAPMO will not use the information collected to market directly to that person.

In some of our email messages we use a "click-through URL" linked to content on the IAPMO website. When customers click one of these URLs, they pass through our web server before arriving at the destination web page. We track this click-through data to help us determine interest in particular topics and measure the effectiveness of our customer communications. If you prefer not to be tracked simply avoid clicking text or graphic links in the email.

The IAPMO Group companywide commitment to your privacy

As we said, The IAPMO Group takes protecting your privacy very seriously. To make sure your personal information is secure, we communicate these guidelines to The IAPMO Group employees and strictly enforce privacy safeguards within the company. The IAPMO Group's

website has links to the sites of other companies and associations. The IAPMO Group is not responsible for their privacy practices. We encourage you to learn about the privacy policies of those companies.

Privacy questions

If you have questions or concerns about IAPMO's Customer Privacy Policy or data processing, please use the appropriate email addresses (privacy@iapmo.org) to contact The IAPMO Group. The IAPMO Group may update its Customer Privacy Policy from time to time. When we change the policy in a material way a notice will be posted on our website along with the updated privacy policy. No other notice of a material change shall be provided.