

PRIVACY POLICY

SCOPE OF THIS POLICY

This Privacy Policy applies to all users of this Site. By using this Site you are agreeing to comply with and be bound by this Privacy Policy with STS Solutions & Consulting, LLC (“company name, “we” or us”). If you do not agree to this Privacy Policy, you may not access or use this Site.

This online privacy policy (this “Policy”) applies only to information collected through this website on which it is posted. It does not apply to information collected through other channels, such as over the phone or in person.

Some of the information we collect through this Site may be “personal information”—information that identifies you personally, alone or in combination with other information available to us. Other information may be nonpersonally identifiable, such as information collected by cookies.

YOUR CONSENT

By using this Site, you are consenting to the collection, use, disclosure, and transfer of your information as described in this Policy (and any Privacy Notices that apply to you). If you do not consent to the collection, use, disclosure and transfer of your information as described in this Policy (and any Privacy Notices that apply to you), you may not use this Site. If you have questions about this Policy, or any Privacy Notice, please contact us using the information provided below.

OUR TERMS OF USE

This Policy is part of the Terms of Use that govern your use of this Site. A link to our Terms of Use is provided at the bottom of each page of this Site.

YOUR CHOICES

We respect your right to make choices about the ways we collect, use, and disclose your information. This Policy describes some of your choices, such as your choice to opt out of receiving “cookies.” We may ask you to indicate your choices at the time and on the page where you provide your information.

You may change previously expressed preferences regarding how we use your information. If at any time you wish to be taken off our mailing lists, please contact us using the information provided below.

PERSONAL INFORMATION

The Site must collect some information from you (“Identifier Information”) to allow you to use and access services, products and materials. Identifier information is information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, location data, or an online identifier.

Types of Information

- Identifying information such as your name, addresses, telephone numbers or email addresses when you register for an account with us
- Financial information (such as credit card or bank account numbers) in connection with a transaction
- Postage, billing and other information used to purchase an item
- Additional information we are required or authorized by applicable national laws to collect and process in order to authenticate or identify you or to verify the information we have collected
- Computer and connection information such as statistics on your page views, traffic to and from the sites, referral URL, ad data, your IP address, your browsing history, and your web log information

What do we use it for?

Generally, we use the information we collect through this Site:

- to provide the information, products and services you request;
- to provide you with effective customer service;
- to provide you with a personalized experience when you use this Site;
- to contact you with information and notices related to your use of this Site;
- to contact you with special offers and other information we believe will be of interest to you (in accordance with any privacy preferences you have expressed to us);
- to invite you to participate in surveys and provide feedback to us (in accordance with any privacy preferences you have expressed to us);
- to improve the content, functionality and usability of this Site;
- to better understand your needs and interests;
- to improve our products and services;
- to improve our marketing and promotional efforts;

- for security, credit or fraud prevention purposes; and
- for any lawful business purpose disclosed at the time of collection or otherwise permitted by applicable law in an applicable Privacy Notice, click-through agreement or other agreement between you and us.
- for good faith compliance with the law, a court order or a subpoena.

How long is information retained?

We retain personal information only for as long as reasonably necessary to fulfill the purposes described in this Policy, including providing services, complying with legal obligations, resolving disputes, enforcing agreements, protecting against fraud or misuse, and maintaining appropriate business records.

Retention periods may vary depending on the nature of the information collected, applicable legal requirements, and legitimate business needs.

How is information collected?

- *Information You Manually Provide.* The Site collects the information you manually provide (using your keyboard, mouse, or touchpad) when you use this Site, for example, we collect the information you provide when you request service, send us questions, or otherwise interact with this Site. Some of the information you manually provide may be personal information, such as your name and contact information.
- *Information from your browser or device.* The Site collects information that is sent to us automatically by your web browser or mobile device. This information typically includes your IP address, the name of your operating system, the name and version of your browser, the date and time of your visit, and the pages you visit. The information we receive may depend on your browser or device settings. The information we receive from your web browser and device typically is not, in and of itself, personally identifiable. However, we may combine it with other information in an attempt to identify you or we may combine it with information that does identify you.
- *Information Collected by Cookies and Other Technologies.* We use “cookies” and other technologies to collect information and support certain features of this Site.
 - Cookies (a) Collect data about the way you interact with our Site (e.g., when you use certain features or upload attachments), (b) Collect data to assess and improve our advertising campaigns, (c) Allow our business partners (including third-parties) to use these tracking technologies to track your behavior on our behalf on our Site (including when you use multiple devices) and on partner websites, (d) Enable third-parties to collect data about the way you interact across sites outside of our Site. And (e) Collect anonymous statistical information about how you use the Services (including the length of your web

or application session) and the location from which you access the Services, so that we can improve the Services and learn which elements and functions of the Services are most popular with our users. You can manage your cookie's data through your web browser's settings.

- *Web beacons or pixels:* These are tiny graphics with a unique identifier that are used to understand browsing activity. In contrast to cookies, these are rendered invisibly on web pages when you open a page.
- *Social widgets:* These are buttons or icons provided by third-party social media providers that allow you to interact with those social media services when you view a web page or a mobile app screen. These social widgets may collect browsing data, which may be received by the third party that provided the widget and are controlled by the third parties.
- *UTM Source codes:* These are strings that can appear in a URL (the "Uniform Resource Locator," which is typically the http or https address entered to go to a web page) when a user moves from one web page or website to another, where the string can represent information about browsing, such as which advertisement, page, or publisher sent the user to the receiving website.

Keep in mind, we do not sell, license, or otherwise disclose your personal information to third-parties for their marketing purposes without your consent.

Your Rights

We respect your rights regarding your personal information and data as required under applicable law, including applicable United States privacy laws and, where applicable, the General Data Protection Regulation ("GDPR").

Subject to applicable law and verification of your identity, you may have the right to:

- know whether we process your personal information;
- access the personal information we maintain about you;
- request a copy of your personal information in a structured, commonly used, and machine-readable format where legally applicable;
- request correction of inaccurate or incomplete personal information;
- request deletion of your personal information, subject to legal, contractual, security, fraud-prevention, and operational retention obligations;
- request restriction of or objection to certain processing activities where permitted by law; and
- withdraw consent where processing is based on consent.

These rights are not absolute and may be limited where permitted or required by applicable law, including where retention of information is necessary to comply with legal obligations, resolve disputes, enforce agreements, protect security interests, or maintain appropriate business and financial records.

We may require verification of your identity before responding to any request concerning your personal information.

To exercise any applicable privacy rights, please contact us using the contact information listed below.

California Users

California law requires us to let you know how we respond to web browser Do Not Track (DNT) signals. At this time, we do not have a DNT signal policy. Until further privacy regulations and guidelines are published, we will adhere to this policy.

Third-Party Cookies

In addition to the cookies we deliver to your computer or mobile device through this Site, certain third-parties may deliver cookies to you for a variety of reasons. For example, we use Google Analytics, a web analytics tool that helps us understand how visitors engage with our Sites.

Other third parties may deliver cookies to your computer or mobile device for the purpose of tracking your online behaviors over time and across non-affiliated websites and/or delivering targeted advertisements either on this Site or on other websites.

Data Security

We implement commercially reasonable administrative, technical, and physical safeguards designed to help protect personal information from unauthorized access, disclosure, alteration, misuse, or destruction.

Sensitive information transmitted through the Site is encrypted using industry-standard security technologies where appropriate. Access to personal information is restricted to employees, contractors, and service providers who require access for legitimate business purposes and who are subject to confidentiality obligations.

Despite these efforts, no method of electronic transmission, storage, or security system can be guaranteed to be completely secure. Accordingly, we do not guarantee the absolute security of your information and expressly disclaim liability for unauthorized access or use except as otherwise required by law.

Opting Out of Communications

If you do not wish to receive marketing communications from us, you can unsubscribe via the link in an email you have received.

Children's Privacy

You must be at least 13 years old to have our permission to use this Site. We do not knowingly collect, use or disclose personal information about visitors under 13 years of age. If you are under the age of 13, please do not use this Site.

Testimonials

The Site may display personal testimonials of yours from time to time received via email or as otherwise received from you by the Site. If you would like the Site to remove your testimonial or customer review at any time, please simply contact us at the information included within this Policy, and we will review and process such request within a commercially reasonable time and in accordance with applicable law..

Surveys & Contests

From time-to-time our site requests information via surveys or contests. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore whether or not to disclose information sought by such surveys or contests. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

Updates and Changes to Privacy Policy

We reserve the right, at any time and without notice, to add to, change, update or modify this Privacy Policy, by posting such change, update or modification on the Site. Any such change, update or modification will be effective immediately upon posting.

Governing Law and Dispute Resolution

This Policy shall be governed under the laws of the Commonwealth of Virginia, United States of America without regard to its conflicts of law provisions. Any dispute arising out of or relating to this Privacy Policy shall be brought exclusively in the state or federal courts located in Virginia. In the event either party brings an action to enforce or to seek a

remedy related to this Agreement, the prevailing party will be entitled to reasonable attorneys' fees and all other reasonable costs of the action.

Data Protection Inquiries

If you have any questions or concerns regarding our notice or if you believe our notice or applicable laws relating to the protection of your personal information have not been respected, you can file a complaint with our Privacy Administrator listed below and we will respond to let you know who will be handling your matter and when you can expect a further response. We may request additional details from you regarding your concerns and may need to engage or consult with other parties in order to investigate and address your issue(s). Records will be kept of any requests.

Please contact our Privacy Department with any questions or concerns regarding this Privacy Notice. Please mark your questions or concerns; ATTN: Privacy Administrator.

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