

ONLINE PRIVACY NOTICE

1. Introduction.

- (a) **Web Site Owner.** GovCon Readiness Inc. ("GCR") is the owner of this web site ("GCR Web Site"). GCR can be contacted by mail at 4320 Tanglewood Estates Dr, Leander, Texas 78641, by phone at (512) 962-9955, or by e-mail at info@govconreadiness.com. This online privacy notice discloses GCR information practices for this GCR Web Site, including what type of personal identifiable information is requested in order to make a purchase, how the information is used, and with whom the information is shared. Note that other GCR websites may be governed by privacy notices containing different information practices applicable to those sites.
- (b) **Web Site Visits.** In general, you can visit the GCR Web Site without any personal information. GCR does not keep track of the domains from which people visit us.
- (c) **Web Site Transactions.** At times, GCR will need personal information regarding a customer or a prospect. For example, to process an order or provide a subscription, GCR may need to know a customer's name, mailing address, e-mail address and credit card details. It is GCR's intent to inform you before GCR collects personal information, such as user's name and/or address on the Internet. If you tell us that you do not wish to have this information used as a basis for further contact with you, GCR will respect your wishes.

2. Personal Information That May Be Collected.

- (a) **Identifying Information.** In order to make a purchase, GCR will request a user to provide certain personal identifying information, which may include: name, postal address, e-mail address, telephone number, facsimile number, method of payment, and, if applicable, credit card number. GCR may request additional information necessary to establish and maintain customer's account.
- (b) **Service Quality Monitoring.** Some Web site transactions may require a customer to telephone GCR, or GCR to call the customer. GCR will not contact you by telephone without your prior consent, except to confirm an order placed online and/or to inform a customer of the status of such order. Customer should be aware that it is GCR's practice to monitor, and in some cases record such calls for staff training or quality assurance purposes.
- (c) **Information from Children.** GCR does not sell products or services for purchase by children, and will not collect or post information from a child under the age 16 without the involvement of a parent or guardian. GCR will notify the child's parent or guardian at the e-mail address provided by the prospective customer, alerting the parent or guardian to the child's use of the Web site and providing instructions as to how the parent or guardian can delete the child's registration from the Web site.
- (d) **Lost or Stolen Information.** If a customer's personally identifiable information is lost or stolen, the customer should promptly notify GCR in order to enable GCR to cancel the lost or stolen information and to update its records with new information.

- (e) **Chat Rooms, Forums and Bulletin Boards.** If customer participates in an GCR chat room, discussion forum, or posts messages to an GCR bulletin board, customer should be aware that the information disclosed and shared will be broadly available to other persons, both inside of and/or outside GCR, who have access to that chat room, forum or bulletin board. Some individual GCR chat rooms, forums or bulletin boards have additional rules and conditions regarding participation. Also, participant's expressed opinion is his or her own and should not be considered as reflecting the opinion of GCR.
- (f) **Links to Other Web Sites.** A GCR Web site may contain links to other web sites. GCR is not responsible for the privacy practices or the content of those other Web sites.

3. Uses Made of the Information.

- (a) **Limited Uses Identified.** Personal information collected by GCR will be used by GCR for the following purposes: GCR assessments, content improvement, customizing content and layout of the Website, internal company reviews, and product development.
- (b) **Marketing Uses.** Unless the customer opts out of option box herein provided, GCR reserves the right to provide customer with information about GCR's Web site, GCR products and services, and related information in which customer has indicated an interest.
- (c) **Stored Information Uses.** GCR stores the information entered on the GCR Web site. Stored information is used by GCR and GCR agents: to support customer interaction with the GCR Web site; to deliver customer purchases; and/or to contact customer again about other GCR services and products.
- (d) **Online Advertising.** Some companies that help GCR deliver interactive on-line advertising, such as banner ads, may collect and use information about GCR's customers to help GCR better understand the types of advertising or promotions that are most appealing to GCR's customers. After it is collected the information is aggregated so it is not identifiable to a specific individual. If, however, customer would prefer that these companies not collect such information, please mark an "x" on the opt-out option box herein provided.

4. Disclosure of the Information.

- (a) **Within Corporate Organization.** GCR is a multinational organization, with legal entities, business processes, management structures, and technical systems that cross borders. GCR may share your personal information within the GCR corporate organization, and may transfer the information to countries in the world where GCR conducts business. Some countries may provide less legal protection for customer personal information. In such countries GCR will still handle customer personal information in the manner described herein.
- (b) **Mergers and Acquisitions.** For the purpose of developing and expanding its business, GCR may share, rent, sell or buy business assets. In such transactions, customer

information is generally one of the transferred business assets. Also, in the event GCR is acquired, customer information will be one of the transferred assets.

- (c) **Agents.** GCR employs or engages other companies and individuals to perform business functions on behalf of GCR. These persons are provided with personal identifying information required to perform their functions, but are prohibited by contract from using the information for other purposes. These persons engage in a variety of functions which include, but are not limited to, fulfilling orders, delivering packages, removing repetitive information from customer lists, analyzing data, providing marketing assistance, processing credit card payments and providing customer services.
- (d) **Affiliated Businesses.** GCR works closely with affiliated businesses operating web site stores, providing services or selling products on each other's Web sites. These businesses identify themselves to customers. Customer information related to a transaction with an affiliated business is shared with that affiliated business.
- (e) **Marketing Analysis by Third Parties.** GCR reserves the right to disclose to third parties personal information about customers for marketing analysis; however, any information disclosed will be in the form of aggregate data that does not describe or identify an individual customer.
- (f) **Disclosure to Governmental Authorities.** GCR releases personal identifying information when GCR believes release is appropriate to comply with law, to enforce GCR agreements, or to protect the rights, property or safety of GCR customers. GCR may also release such information in an exchange of information with other companies and/or organizations for the purposes of fraud protection and credit risk reduction.

5. Use of Computer Tracking Technologies.

- (a) **No Tracking of Personal Information.** GCR's Web Site(s) are not set up to track, collect or distribute personal information not entered by visitors. Through web site access logs GCR does collect clickstream data and HTTP protocol elements, which generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our sites. This information is used for internal purposes by technical support staff for research and development, user analysis and business decision making, all of which provides better services to the public. The statistics garnered, which contain no personal information and cannot be used to gather such information, may also be provided to third parties.
- (b) **Use of Cookies.** GCR, or its third party vendors, collects non-identifiable and personal information through the use of various technologies, including "cookies." A cookie is an alphanumeric identifier that a Web site can transfer to customer's hard drive through customer's browser. The cookie is then stored on customer's computer as an anonymous tag that identifies the customer's computer, but not the customer. Cookies may be sent by GCR or its third party vendors. Customer can set its browser to notify customer before a cookie is received, giving an opportunity to decide whether to accept the cookie. Customer may also set its browser to turn off cookies; however, some Web sites may not then work properly.

- (c) **Use of Web Beacon Technologies.** GCR may also use Web beacon or other technologies to better tailor its Web site(s) to provide better customer service. If these technologies are in use, when a visitor accesses these pages of the Web site, a non-identifiable notice of that visit is generated which may be processed by GCR or by its suppliers. Web beacons usually work in conjunction with cookies. If customer does not want cookie information to be associated with customer's visits to these pages, customer can set its browser to turn off cookies; however, Web beacon and other technologies will still detect visits to these pages, but the notices they generate cannot be associated with other non-identifiable cookie information and are disregarded.
- (d) **Collection of Non-Identifiable Information.** GCR may collect non-identifiable information from user visits to the GCR Web site(s) in order to provide better customer service. Examples of such collecting include: traffic analysis, such as tracking of the domains from which users visit, or tracking numbers of visitors; measuring visitor activity on GCR Web site(s); Web site and system administration; user analysis; and business decision making. Such information is sometimes known as "clickstream data." GCR or its contractors may use this data to analyze trends and statistics.
- (e) **Collection of Personal Information.** GCR collects personal identifying information from customer during a transaction. GCR may extract some personally identifying information about that transaction in a non-identifiable format and combine it with other non-identifiable information, such as clickstream data. This information is used and analyzed only at an aggregate level (not at an individual level) to help GCR understand trends and patterns. This information is not reviewed at an individual level.

6. Information Security.

- (a) **Commitment to Online Security.** GCR employs physical, electronic and managerial procedures to safeguard the security and integrity of personal information. Billing and payment data is encrypted whenever transmitted or received online. Personal information is accessible only by staff designated to handle online requests or complaints. All GCR agents and contractors with access to personal information on the GCR web site(s) are also bound to adhere to GCR security standards.
- (b) **No Liability for Acts of Third Parties.** GCR will exercise all reasonable efforts to safeguard the confidentiality of customer personal information. However, transmissions protected by industry standard security technology and implemented by human beings cannot be made absolutely secure. Consequently, GCR shall not be liable for unauthorized disclosure of personal information due to no fault of GCR including, but not limited to, errors in transmission and unauthorized acts of GCR staff and third parties.

7. Privacy Policy Changes and Opt-Out Rights.

- (a) **Changes to Privacy Policy.** This privacy notice was last updated on July 16, 2022. GCR reserves the right to change its privacy policy statement at any time. A notice of any material change will be posted on the GCR Web site home page for five (5) days prior to the implementation of such change.

(b) **Opt-Out Right.** Customer has the right at any time to cease permitting personal information to be collected, used or disclosed by GCR and/or by any third parties with whom GCR has shared and/or transferred such personal information. Customer may opt out by marking an “x” in the box below and forwarding this document with the opt-out box marked, to info@govconreadiness.com.

I wish to exercise my opt-out right and ask GovCon Readiness to stop permitting my personal information to be collected, used, or disclosed by GCR and/or by any third parties with whom GCR has shared and/or transferred such personal information.

(c) **Right of cancellation** may be exercised by contacting GCR via e-mail at info@govconreadiness.com, telephone or postal mail. After processing the cancellation, GCR will delete customer or prospective customer's personal information from its data base.

8. Access Rights to Data.

(a) **Information Maintained by GCR.** Upon customer's request, GCR will provide a reasonable description of customer's personally identifiable information that GCR maintains in its data bank. GCR can be contacted by e-mail at info@govconreadiness.com, telephone at (512) 962-9955, or postal mail at 4320 Tanglewood Estates Dr, Leander, Texas 78641.

(b) **Corrections and Changes to Personal Information.** Help GCR to keep customer personal information accurate. If customer's personal information changes, or if customer notes an error upon review of customer information that GCR has on file, please promptly e-mail GCR at info@govconreadiness.com and provide the new or correct information.

(c) **Your California Privacy Rights.** Beginning on January 1, 2005, California Civil Code Section 1798.83 permits customers of GCR who are California residents to request certain information regarding GCR's disclosure of personal information for their direct marketing purposes. To make such a request, please write to: GovCon Readiness at the email address info@govconreadiness.com. Within 30 days of receiving such a request, GCR will provide a list of the categories of personal information disclosed to third parties for third-party direct marketing purposes during the immediately preceding calendar year, along with the names and addresses of these third parties. This request may be made no more than once per calendar year. GCR reserves its right not to respond to requests submitted other than to the address specified in this paragraph.

California's privacy laws require a company to provide notice to California users of their rights to receive information on to which entities their information was shared for marketing purposes.

9. Accountability.

- (a) Questions, Problems and Complaints.** If you have a question about this policy statement, or a complaint about GCR compliance with this privacy policy, you may contact GCR by e-mail at info@govconreadiness.com. If GCR is unable to resolve your complaint to your reasonable satisfaction or if customer does not receive acknowledgment of an inquiry, customer may elect to proceed by contacting GovCon Readiness Inc.
- (b) Terms of Use.** If customer chooses to enter into a purchase order, customer's action is hereby deemed acceptance of GCR practices described in this policy statement. Any dispute over privacy between customer and GCR is subject to the provisions of this notice and to GCR's Terms and Conditions which is hereby incorporated herein and which can be read at www.govconreadiness.com.