

ClusterTruck, Inc. and its subsidiaries and affiliates (“Company”, “we” or “us”) respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the website clustertruck.com including any content, functionality, and services offered on or through clustertruck.com (the “Website”) or desktop, mobile, other applications owned and/or operated by us (the “App” or collectively, the “Apps”), whether as a guest or a registered user and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On this Website or in the App.
- In email, text, and other electronic messages between you and this Website or App.
- Through mobile and desktop applications you download from this Website, which provide dedicated non-browser-based interaction between you and this Website.
- When you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this policy.

It does not apply to information collected by:

- us offline or through any other means, including on any other website or app operated by Company or any third party (including our affiliates and subsidiaries); or
- any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Website.

PLEASE READ THIS POLICY CAREFULLY TO UNDERSTAND OUR POLICIES AND PRACTICES REGARDING YOUR INFORMATION AND HOW WE WILL TREAT IT. IF YOU DO NOT AGREE WITH OUR POLICIES AND PRACTICES, YOUR CHOICE IS NOT TO USE OUR WEBSITE OR THE APP. BY ACCESSING OR USING THIS WEBSITE OR OUR APP, YOU AGREE TO THIS PRIVACY POLICY. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of the Website or App after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

### **Children Under the Age of 13**

Our Website and App are not intended for children under 13 years of age. No one under age 13 may provide any Personal Information to or on the Website or App. We do not knowingly collect Personal Information from children under 13. If you are under 13, do not use or provide any information on the Website or App or on or through any of its features/register on the Website or App, make any purchases through the Website or App, or provide any information about yourself to us, including your name, address, telephone number, email address, or any user name you may use without parental consent.

### **Information We Collect About You and How We Collect It**

We collect several types of information from and about users of our Website and App, including information:

- **Personal Information.** This includes information that we use to identify you, such as your name, address, email address, and

telephone number. "Personal Information" refers to any information relating to an identified or identifiable individual who is the subject of the information. For example, when you register with the Website or App, contact us via the Website or App, use our services, or sign up for our mailing list, you provide us with certain Personal Information, which may include your name, your email address, your telephone number, your address, and any other personal or preference information that you provide to us.

- **Non-Personal Information.** This includes user behavior on the Website, App and services and aggregated generic information. This is information that is about you but individually does not identify you.

- **Usage Information.** This includes information about your device including IP address, browser type and version, time zone setting, page interaction information collected through cookies and other tracking technologies.

- **Payment Information.** When customers pay for products or services on the Website or App using payment cards, the Website or App collects the payment card information – including, but not limited to credit card number, expiration date, and billing address – and transmits that information to a payment processor. The payment processor is a third-party company, external to us. The web pages where the information is collected, as well as all transmissions to the third-party processor, are encrypted with an SSL certificate. We do not store complete payment information on our systems but may store reference information such as the last four digits of a credit card number and/or the expiration date.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site or use the App. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.
- From third parties, for example, our business partners.

**Information You Provide to Us.** The information we collect on or through our Website or App may include:

- Information that you provide by filling in forms on our Website or in the App. This includes information provided at the time of registering to use our Website or App, or requesting our services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Website or the App.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through our Website or App and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Website or App.
- Your search queries on the Website or App.

**Information We Collect Through Automatic Data Collection Technologies.** As you navigate through and interact with our Website or App, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website or App, including traffic data, real-time location data, and other data and resources that you access and use on the Website or App.
- Information about your computer, mobile device, and internet connection, including your IP address, operating system, mobile network information, device's telephone number and browser type.
- The App also may access metadata and other information associated with other files stored on your device. This may include,

for example, photographs, audio and video clips, personal contacts, and address book information.

**IF YOU DO NOT WANT US TO COLLECT THIS INFORMATION DO NOT ACCESS THE WEBSITE, DO NOT DOWNLOAD THE APP, OR DELETE THE APP FROM YOUR DEVICE.**

The information we collect automatically is statistical data and does not include Personal Information, but we may maintain it or associate it with Personal Information we collect in other ways or receive from third parties. It helps us to improve our Website and App and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website and App according to your individual interests.
- Speed up your ordering process.
- Recognize you when you return to our Website or use our App.

The technologies we use for this automatic data collection may include:

- Cookies (or browser cookies, or mobile cookies). A cookie is a small file placed on the hard drive of your computer or smartphone. You may refuse to accept browser cookies by activating the appropriate setting on your browser or in your smartphone. However, if you select this setting you may be unable to access certain parts of our Website or App. Unless you have adjusted your browser or smartphone setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website or use our App.
- Flash Cookies. Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Choices About How We Use and Disclose Your Information.
- Web Beacons. Pages of our the Website and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

We do not collect Personal Information automatically, but we may tie this information to Personal Information about you that we collect from other sources or you provide to us.

### **Third-Party Use of Cookies and Other Tracking Technologies.**

Some content or applications, including advertisements, on the Website or App are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our Website or App. The information they collect may be associated with your Personal Information or they may collect information, including Personal Information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. It is your responsibility to review the

privacy practices and policies of third-party entities, including those that may link or be accessible from or on the Website or App. For information about how you can opt out of receiving targeted advertising from many providers, see Choices About How We Use and Disclose Your Information.

## **How We Use Your Information**

We use information that we collect about you or that you provide to us, including any Personal Information:

- To present our Website and/or App 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 process payment;
- To set up, maintain and support the services that we offer;
- To monitor the use of our Website, App, and services in order to detect security incidents;
- To provide you with notices about your account;
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- To enforce our Terms of Use;
- To notify you about changes to our Website, App or any products or services we offer or provide through it;
- In any other way we may describe when you provide the information; and
- For any other purpose with your consent.

We may also use your information to contact you about our own goods and services that may be of interest to you. If you do not want us to use your information in this way, please adjust your user preferences in your account profile. For more information, see Choices About How We Use and Disclose Your Information.

## **Disclosure of Your Information**

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose Personal Information that we collect or you provide as described in this privacy policy:

- With affiliates or subsidiaries, business partners, service providers, or other third parties we use to provide you with the Website, App, and services and their contents and functions. We use third party service providers that perform functions on our behalf, such as delivery, billing and payment processing;
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of ClusterTruck's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Information held by ClusterTruck about our Website and/or App users is among the assets transferred;
- To fulfill the purpose for which you provide it;
- For any other purpose disclosed by us when you provide the information; and

- With your consent.

We may also disclose your Personal Information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request;
- To enforce or apply our Terms of Use and other agreements, including for billing and collection purposes; and
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of ClusterTruck, our customers, or others.

### Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the Personal Information you provide to us. We have created mechanisms to provide you with the following control over your information:

- Tracking Technologies and Advertising. You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of the Website or App may then be inaccessible or not function properly.
- Location Information. You can choose whether or not to allow the App to collect and use real-time information about your device's location through the device's privacy settings. If you block the use of location information, some parts of the App may then be inaccessible or not function properly.
- Promotional Offers from the Company. If you do not wish to have your contact information used by the Company to promote our own or third parties' products or services, you can opt-out by sending us an email stating your request to [privacy@clustertruck.com](mailto:privacy@clustertruck.com). If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions. This opt out does not apply to information provided to the Company as a result of a product purchase, service experience or certain other transactions.
- Targeted Advertising. If you do not want us to use information that we collect or that you provide to us to deliver advertisements according to our advertisers' target-audience preferences, you can opt-out by emailing us at [privacy@clustertruck.com](mailto:privacy@clustertruck.com).

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information 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.

### Accessing and Correcting Your Information

You can review and change your Personal Information by logging into the Website or App and visiting your account profile page.

### Data Security

We have implemented measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for

access to certain parts of our Website or App, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. We cannot guarantee the security of your information transmitted to our Website or through the App. Any transmission of information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website or in the App.

### **Changes to Our Privacy Policy**

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' Personal Information, we will notify you by email to the email address specified in your account or through a notice on the Website home page or within the App. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website or App and this privacy policy to check for any changes.

### **Contact Information**

To ask questions or comment about this privacy policy and our privacy practices, contact us at [privacy@clustertruck.com](mailto:privacy@clustertruck.com).