

## PD-6 Privacy Policy

### **Introduction**

Moldlab, Ltd respects your privacy. We do not collect unnecessary information about you, nor do we sell your information to any third party. We are committed to protecting it through this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the Moldlab.com website and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On this website
- In email, text, and other electronic messages between you and this Website
- In phone and in-person conversations
- Through forms, letters, Chains of Custody, and other physical messages sent to us.

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 to not use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

### **Information We Collect**

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

- By which you may be personally identified, such as name, postal address, e-mail address, telephone number, or other information you provide to us directly.
- About your internet connection, the equipment you use to access our Website and usage details, or other information automatically collected as you navigate through the site, such as usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies such as Google Analytics

### **Information You Provide**

When you carry out actions on our website, you made provide certain information to us. This information may be collected by us:

- When you fill in forms on our website. This includes forms such as creating an account, requesting FedEx labels or customized Chains of Custody, or any other form displayed on the website.
- When you contact us via email, text, or other electronic message.
- When you respond to surveys
- When you carry out an order through our website. You may be required to provide financial information before placing an order through our Website.

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You may also provide information to be published or displayed (hereinafter, “posted”) on public areas of the website, or transmitted to other users of the website or third parties (collectively, “User Contributions”). Your User Contributions may be viewed by anyone who visiting the website.

### **Automatic Data Collection Technologies**

As you navigate through and interact with our Website, 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, including traffic data, logs, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

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. This information helps us to improve our website 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 according to your individual interests
- Recognize you when you return to our website

The technologies we use for this automatic data collection on our website and in our emails may include:

- **Cookies (or Browser Cookies).** A cookie is a small file placed on a drive of your device. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our website.
- **Web Beacons.** Pages of our website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us to, for example, count users who have visited a web page 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-Parties**

Some content on the website is served by third-parties. 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. The information they collect may be associated with your

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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 when outside our website. The third parties used on our website include:

- **Google Analytics.** This tool is used for collecting information about the use of this site, such as how often a user visits the site, the landing pages accessed via search, how long a user spends on a page, geographic information, etc. Google Analytics puts a permanent cookie on your web browser identifying you as a unique user the next time you visit our website. To learn more about this tool please visit the [Google Analytics Website](#). If you have any questions or concerns about Google Analytics Privacy visit [Google's Privacy Policy](#).
- **Google Maps.** This tool is used to help you navigate to our location. If you have any questions or concerns about the terms of use for Google Maps, review [Google's Maps Terms of Use](#).
- **YouTube.** Some videos may be embedded in our website from YouTube. These embedded videos may use cookies to identify you as a unique user and collect information about your online activities. They may use this information to provide you with interest-based advertising or other targeted content while watching embedded videos on our website, or when outside our website. To learn more, visit [Google's Privacy Policy](#) and the [YouTube Terms of Service](#).
- **Hubspot CRM.** This tool helps us store information about previous conversations with you, allowing us to provide you with a superior customer experience. To learn more about Hubspot CRM's data processing, review [Hubspot CRM Privacy Policy](#).
- **PayPal.** We provide paid products and/or services on our website. In the event you order these products and/or services, we use PayPal for payment processing. We will not store or collect your payment card details. That information is provided directly to PayPal whose use of your personal information is governed by their [Privacy Policy](#). PayPal adheres to the standards set by PCI-DSS as managed by the PCI Security Standards Council.
- **PaymentDepot.** When you order products or services in any way other than through our website, we may collect your payment details in person or over the phone. In either case, we will not store your payment card details. Your payment card details will be entered directly into PaymentDepot as you provide them to us, and their use of your personal information is governed by their [Privacy Policy](#). PaymentDepot adheres to the standards set by PCI-DSS as managed by the PCI Security Standards Council. In the event you provide your payment card details to us on a written document (such as a Chain of Custody form), we will similarly enter your payment card details into PaymentDepot. We will not store your payment card details digitally. Your payment card details will only be stored physically long enough to enter them into PaymentDepot.

We do not control these third parties' tracking technologies or how they may be used. If you have questions about these third parties, you should contact them directly.

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### **Use of 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 its contents to you
- To provide you with information, products, or services that you request from us
- To fulfill the direct purpose for which you provide it
- 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 notify you about changes to our website or any products or services we offer or provide through it
- To allow you to participate in interactive features on our website.
- In any other way we may describe when you provide the information
- For any other purpose with your consent.

We may also use your information to contact you about our goods and services that may be of interest to you. If you do not want us to use your information in this way, you must notify us of this by opting out via a box when we collect your data, completing and opt-out form, or by notifying us directly (see “Contact 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:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- 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 Moldlab, Ltd’ assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Moldlab, Ltd about our website users is among the assets transferred.
- To fulfill the purpose for which you provide it. For example, if you give us an email address and you decide to forward the email to a friend, we will transmit the contents of that email and your email address to the recipients.
- For any other purpose disclosed by us when you provide the information
- With your consent.

We may also disclose your personal information:

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- To comply with any court order, law, or legal process, including to respond to any government or regulatory request, provided that we notify you of such disclosure, where permitted by law.
- To enforce or apply our Terms of Service and other agreements, including for billing and collection purposes.

### **Your Choices**

If you do not wish to have any data about you collected, you may choose not to use our website. You may also send us an email at [info@moldlab.com](mailto:info@moldlab.com) to request access to, correct, or delete any personal information that you have provided to us. If you delete your User Contributions from the website, copies of your User Contributions may remain viewable in cached and archived pages, or might have been copied or stored by other Website users. You can review and change your personal information by accessing [Your Account Addresses](#) and/or [Your Account Details](#).

Additionally, you can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

If you do not wish to have your email address/contact information used by Moldlab, Ltd to promote our own products or services, you can opt-out by contacting us directly (see Contact Information). 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 Moldlab, Ltd as a result of a product purchase, warranty registration, product service experience or other transactions.

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. To find out more about this, contact these third parties directly.

### **California Privacy Rights**

California Civil Code Section § 1798.83 permits users of our website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to [info@moldlab.com](mailto:info@moldlab.com) or write us at: Moldlab, Ltd 2501 Mayes Road Suite 110, Carrollton, TX 75006.

Under CCPA, California consumers have the right to:

- Request that a business that collects a consumer's personal data disclose the categories and specific pieces of personal data that a business has collected about consumers.
- Request that a business delete any personal data about the consumer that a business has collected.

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- Request that a business that sells a consumer's personal data, not sell the consumer's personal data. Note that we do not sell your data.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

### **Data Security**

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions that identify any other information will be encrypted using SSL technology.

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, you are responsible for keeping that password confidential. We ask you not to share your password with anyone. We urge you to be careful in giving out information in public areas like message boards. The information you share in public areas may be viewed by any user of the website. If a member of our staff creates a temporary password to allow you to regain access to your account on our website, we strongly recommend you change this password as soon as possible to ensure it remains confidential, and to ensure you have a sufficiently strong password chosen.

Unfortunately, the transmission of information via the internet is not completely secure, and it is impossible for any security protocol to completely prevent unauthorized access to such information. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the website.

### **General Data Protection Regulation (GDPR) Information**

If you are from the European Economic Area (EEA), you are not permitted to use or visit our website. We do not knowingly collect information on residents of the EEA, but have no means to prevent the automatic collection of such information should a resident of the EEA visit our website. As such, we will delete any such information on a resident of the EEA as soon as we become aware of it. If you are a member of the EEA and have visited our website, please contact us so we may delete your data.

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

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated when navigating the Website's home page. The date the privacy policy was last revised is identified at the top of this page. You are responsible for periodically visiting our Website and this privacy policy to check for any changes.

### **Contact Information**

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To ask questions or comment about this privacy policy and our privacy practices, contact us at:

Moldlab, Ltd  
2501 Mayes Road Suite 110  
Carrollton, TX 75006

Email us at [info@moldlab.com](mailto:info@moldlab.com)

Toll Free Number 1-866-416-6653