

# Privacy Policy

## Privacy Policy

### Prime Concierge, LLC

Effective Date: November 1, 2021

This Privacy Policy describes the information that PRIME CONCIERGE, LLC (“Prime Concierge”) collects from or about you or your devices through yourprimeconcierge.com and its related subdomains and any other websites operated by PRIME CONCIERGE and their related subdomains and any other websites operated by PRIME CONCIERGE (collectively, the “Site”) and how PRIME CONCIERGE uses it, with whom PRIME CONCIERGE shares it, how PRIME CONCIERGE protects it, and the choices you can make about that information. The term “Site”, as used herein, refers to the above-referenced websites and their subdomains, including the content, materials, services, tools and other features and functionality we make available through such websites and their subdomains. Throughout this Privacy Policy “information” means information from or about you or your devices.

## What We Collect

PRIME CONCIERGE will only collect information on a voluntary “opt-in” basis and will include such information in an up-front and honest manner in our lead generation forms.

## How We Collect It

You provide information to us when you provide us with or make available information through other registration and data capturing processes, including other public sources of such data.

In general, when you visit PRIME CONCIERGE at the Site, when you interact with us in other ways, or you otherwise voluntarily provide us with information, you can choose how much information you share. You can refuse to supply information, with the caveat that it may prevent you from engaging in certain website-related activities.

We may automatically collect other information from or about your devices, including web browser type, your Internet Protocol (IP) address, domain name of your Internet service provider, your city and state, the Site pages that you visit and the time of your visits, and aggregated information that cannot be used to specifically identify you when you use or visit this Site. If you have an account with us, this automatically collected information may be linked to your account.

We also may collect information about you from publicly available sources.

We may combine any of the information we collect from or about you or your devices and use it in the manner described in this Privacy Policy.

Additionally, third parties, or affiliates owned by PRIME CONCIERGE, may provide information to us about you, and if and to the extent they do, we will treat such combined information in accordance with this Privacy Policy.

## How We Use It

PRIME CONCIERGE uses information from or about you or your devices:

- to provide, maintain, improve, and enhance our Site.

- to understand and analyze how you use our services, to develop new, services, features, and functionality, and to generate and review reports and data about our user base and service usage patterns.
- to communicate with you, provide you with updates and other information relating to our services, provide information that you request, respond to comments and questions, and otherwise provide customer support.
- to allow you to participate in surveys.
- to contact you via email with information, including promotional information, that we believe will be of interest to you, done either by us or a third party.
- to create anonymous or aggregate data, which we may use for any purpose.
- to conduct market and research analyses.
- for compliance purposes, including enforcing our Terms of Use, Terms of Sale, or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency.
- for other purposes for which we provide specific notice at the time the information is collected; and as otherwise stated in this Privacy Policy.

### **With Whom We Share It**

Information **will not** be disclosed to third parties in accordance with our Privacy Policy. We **do not** share information with our affiliates, agents, vendors, or service providers who help us to provide products or services to you, or otherwise perform functions on our behalf and in accordance with this Privacy Policy. We **do not** rent, sell, or share information about you with nonaffiliated companies for their direct marketing purposes, unless we have your permission. We use analytics services such as Google Analytics to collect and process certain analytics data. These services may also collect information about your use of other websites, apps, and online resources. You can learn about Google's practices by going to <https://www.google.com/policies/privacy/partners/>, and opt out of them by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>. If we become involved in or are contemplating a merger, acquisition, sale of assets, joint venture, securities offering, bankruptcy, reorganization, liquidation, dissolution, or other transaction or if the ownership of all or substantially all our business otherwise changes, we may share or transfer information to a third party or parties in connection therewith.

To the extent permitted by applicable law, we may disclose information to third parties to:

- respond to subpoenas, warrants, or court orders, or in connection with any legal process issued by government or law enforcement officials or private parties, including laws outside of your country of residence.
- protect our rights, reputation, safety, and property, or that of our users or others.
- protect against legal liability.
- establish or exercise our rights to defend against legal claims; or
- investigate, prevent, or act regarding suspected illegal activities, suspected fraud, or as otherwise required by law.

We may share aggregated or anonymous information for any purpose. We may also disclose information from or about you or your devices with your permission. Please see Cookies and Other Tools; Do Not Track below.

### **Cookies and Other Tools; Do Not Track**

Like many websites, PRIME CONCIERGE uses cookies, web beacons, tracking pixels, and other technologies (collectively, “Tools”) to improve your Site experience. A cookie is a file containing text that is placed on your computer’s hard drive when you visit certain websites. With cookies in place, our system will recognize you whenever you use your web browser to connect to our page. This enables us to present you with custom web pages and otherwise improve your user experience.

Disabling cookies may prevent you from using certain features of the Site such as registering or placing orders. If you choose not to take advantage of these interactive features, you can set up your browser to reject cookies or to alert you when a cookie has been sent. The “Help” section of your browser will tell you how to prevent your browser from accepting cookies. To find out more about cookies, including how to see what cookies have been set and how to manage or delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

Third parties may collect personally identifiable information about an individual user’s online activities over time and across different Internet services when a user uses this Site.

There is no accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

### **Transfer of Data to Other Countries**

Any information you provide to PRIME CONCIERGE may be stored, processed, transferred between, and accessed from the United States and other countries, which may not guarantee the same level of protection as the one in which you reside. Nevertheless, PRIME CONCIERGE will handle information from or about you in accordance with this Privacy Policy regardless of where that information is stored. By providing any information on or to the Site, you consent to such transfer, storage, and processing.

### **Other Websites**

This Privacy Policy applies only to this Site. This Site may contain links to other websites of interest. When you use these links to leave this Site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide while visiting such websites and such websites are not governed by this Privacy Policy. You should exercise caution and look at the privacy policy applicable to the website in question.

### **Security**

We use administrative, physical, and technical measures to safeguard information and help protect it from unauthorized access. All of our website communications are HTTPS based and provide end to end encryption for any data flowing between Prime Concierge and the browser. However, no security can be 100% effective, so we cannot guarantee the security of information we maintain. No Internet or email transmission is ever fully secure or error free. Email or other communications sent through this Site may not be secure. You should use caution whenever submitting information through this Site and take special care in deciding which information you provide us with. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us by contacting us at [info@yourprimeconcierge.com](mailto:info@yourprimeconcierge.com).

### **Opting Out**

If you do not wish to receive certain communications from us, you may opt out by (1) declining to provide us with information about you when registering or at other information gathering points on this Site, or (2) informing us that you no longer wish to receive such communications by emailing us at [info@yourprimeconcierge.com](mailto:info@yourprimeconcierge.com), or (3) unsubscribing from our promotional emails via the link provided

in the emails, unless such communications from us are required by law or contract or do not require your consent under applicable laws. Even if you opt out of receiving promotional messages from us, you will continue to receive administrative messages from us. If you choose not to provide us with information we collect, you may not be able to access certain of our products or services.

Please see Cookies and Other Tools; Do Not Track above.

### **Children's Privacy**

We do not knowingly collect personal information from individuals under the age of 13. If you are under the age of 13, please do not submit any personal information through this Site. If you have reason to believe that we may have accidentally received personal information from an individual under age 13, please contact us immediately at [info@yourprimeconciierge.com](mailto:info@yourprimeconciierge.com).

### **Access and Correction of Information**

You may at any time request access to a summary of personal information from or about you held by us, and request corrections or updates to that information. We will make reasonable efforts to respond promptly to such requests for information in accordance with local laws. Our response to such requests will be limited to information under our direct control.

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at [info@yourprimeconciierge.com](mailto:info@yourprimeconciierge.com). We will promptly correct any information found to be incorrect.

### **Changes to This Privacy Policy**

From time to time, we may update or modify and post revisions to this Privacy Policy. We encourage you to periodically review this page for the latest information on our privacy practices. This Privacy Policy was made effective on the date indicated above.

### **Contact Details**

If you have any questions or concerns about this Privacy Policy, please contact us at: [info@yourprimeconciierge.com](mailto:info@yourprimeconciierge.com).