



LIQUID WEB PRIVACY POLICY

Liquid Web is an information technology service provider. Headquartered in Lansing, Michigan, we provide web hosting solutions including dedicated servers and virtual private servers to our customers. Liquid Web has data center locations in Ann Arbor, MI, Phoenix, AZ, and Amsterdam, NL. Our customers are responsible for the information they or their end users store in our hosting environment as well as compliance with Liquid Web's acceptable use guidelines and applicable laws related to the stored information.

Liquid Web respects the privacy of every individual who uses its website. This Privacy Policy describes how Liquid Web collects, uses, maintains, and discloses the information that is collected from you, the user of its website. This Privacy Policy does not cover Liquid Web's use of information collected through means outside of the use of Liquid Web's website.

SCOPE OF POLICY

This Privacy Policy describes how we collect and use information that customers provide to us in connection with the purchase of our services and the creation or administration of a Liquid Web account.

INFORMATION COLLECTION

Liquid Web collects "personally identifiable" and "non-personally identifiable" information about you when you access our website, purchase our services, or communicate with us using tools on our website. This information is provided to Liquid Web manually by you or automatically collected through information gathering tools such as cookies and web beacons.

"Personally Identifiable Information" is information linked to your identity. Liquid Web collects the following personally identifying information: your name, email address, physical address, phone number, credit card information, login credentials, and/or other such information that you would provide to register to use Liquid Web's services.

"Non-personally Identifiable Information" is information that does not determine your identity like web server logs, internet protocol (IP) addresses, browser type, or personally identifiable information that has been removed or hidden (e.g. aggregation). We may also collect non-personally identifiable information as anonymous information. Liquid Web does not intentionally collect or maintain, and does not want you to provide, sensitive information such as race or ethnicity, medical condition, or religious beliefs.

COOKIES, BEACONS, TAGS, AND OTHER TRACKING TECHNOLOGIES

Liquid Web uses cookies, beacons, tags, and other tracking technologies to enhance your experience with our services. We use third-party services to gather demographic information about you, identify your visits to our website, and personalize your search experience on our website. You can change your

cookie settings (www.aboutcookies.org), but your modification may limit your use and functionality of some of the features on our website. Some of our business partners may use cookies on our site (for example, advertisers), however, we have no access to or control over these cookies. You may also opt out of targeted advertisements by visiting http://www.networkadvertising.org/managing/opt_out.asp, however, opting out of targeted ads will not completely remove you from being targeted as you will continue to receive generic ads.

SURVEYS & CONTESTS

From time-to-time, Liquid Web may provide you with the opportunity to participate in contests or surveys and, if you choose to participate, we may request that you provide certain personally identifiable information (such as name, shipping address, zip code, age level). Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this personally identifiable information. Your information will be used to notify the winners, award prizes, and monitor or improve our website.

Further, if we use a third party to conduct the surveys and contests, we will not share your personally identifiable information without your prior written notice and choice. The third party will also be prohibited from using your personally identifiable information for any other purpose. Liquid Web may be liable for the appropriate transfer of personal data to third parties.

INFORMATION USE AND DISCLOSURE

Liquid Web uses the information it collects about you to provide its services to you and may use your Personally Identifiable Information and Non-personally Identifiable Information:

- To contact you regarding functionality changes to our services or website.
- To contact you regarding any agreements or accepted terms that you may have with Liquid Web.
- To provide you with marketing emails, special offers, advertising campaigns, or newsletters.
- To provide you with information logs associated with the use of Liquid Web's services.
- To collect payment and bill for our services.
- To respond to any requests from you regarding sales and support.
- To help personalize searches.
- To diagnose problems.
- To provide information to a third party in the event of any disposition of all or any portion of our business (e.g. reorganization, sale, assignment, bankruptcy).
- To register your domain and IP address through ARIN (American Registry for Internet Numbers).
- To comply with law (e.g. subpoena) or similar legal process. Liquid Web may be required to share personal data in response to lawful requests from public authorities including to meet national security and/or law enforcement requirements.
- When we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a written government request.
- To carry out other purposes as disclosed to you through the website, or found in terms or an agreement between you and Liquid Web.

UPDATES TO YOUR INFORMATION

You may opt out of any future communications from Liquid Web at any time by emailing us at support@liquidweb.com. If your personally identifiable information is necessary for the provisioning of services you requested, you cannot opt out without terminating your services. We will respond to your

request for opt out request within thirty (30) days. Liquid Web acknowledges the right of EU and Swiss individuals to access their data. If you wish to access or update your data, you may do so by logging into your account or by calling customer support.

SECURITY

Your personally identifiable information is important and we maintain safeguards to protect its disclosure. Liquid Web uses industry standard Secure Socket Layer (SSL) encryption for your data that is transferred over the internet, and we only share personally identifiable information to employees and third parties who need the information to perform a specific responsibility. Despite its use of encryption, Liquid Web cannot guarantee any method of transmission of information over the internet is 100% secure. Should Liquid Web become aware of an actual breach of your personally identifiable information, we will notify you immediately.

PRIVACY SHIELD

Liquid Web complies with the EU-US Privacy Shield Framework and the Swiss-US Privacy Shield Framework as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information transferred from European Union and Switzerland to the United States, respectively. Liquid Web has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this Privacy Policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification page, please visit <https://www.privacyshield.gov/list>.

In compliance with the EU-US and Swiss-US Privacy Shield Principles, Liquid Web commits to resolve complaints about your privacy and our collection or use of your personal information. European Union or Swiss individuals with inquiries or complaints regarding this privacy policy should first contact Liquid Web at:

Liquid Web, LLC Privacy Matters
c/o Liquid Web, LLC
2703 Ena Drive
Lansing, MI 48917
USA
Email – privacy@liquidweb.com

Liquid Web has further committed to refer unresolved privacy complaints under the Privacy Shield Principles to an independent dispute resolution mechanism, the BBB EU PRIVACY SHIELD, operated by the Council of Better Business Bureaus. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed, please visit <https://www.bbb.org/EU-privacy-shield/> for more information and to file a complaint.

Please note that if your complaint is not resolved through any of the above channels, under limited circumstances, a binding arbitration option may be available before a Privacy Shield Panel.

If your complaint is not satisfactorily addressed, and your inquiry or complaint involves human resource data, you may have your complaint considered by an independent recourse mechanism: for EU/EEA Data Subjects, a panel established by the EU data protection authorities (“DPA Panel”), and for Swiss Data Subjects, the Swiss Federal Data Protection and Information Commissioner (“FDPIC”). To do so, you

should contact the state or national data protection or labor authority in the jurisdiction where you work. Liquid Web agrees to cooperate with the relevant national DPAs and to comply with the decisions of the DPA Panel and the FDPIC.

Liquid Web's Privacy Shield compliance is subject to the investigatory and enforcement powers of the U.S. Federal Trade Commission (FTC).

CHILDREN

Our website and/or services is not directed at children and our services are designed for businesses. We do not knowingly collect information from or about children under 13 years of age, and use of our services by children under 13 years of age is forbidden.

CHANGES TO PRIVACY POLICY

Liquid Web reserves the right to modify this Privacy Policy at any time. Any updates to the Privacy Policy will be posted here, and if the changes are significant, Liquid Web will notify you by email at least thirty (30) days prior to the implementation of the changes. If you object to the changes, email us at privacy@liquidweb.com and we will delete your information from our records. Your continued use of Liquid Web's website and/or services covered under this Privacy Policy after the effective date of the changes constitutes acceptance and agreement to the terms of the updated Privacy Policy.

CONTACT US

If you have any questions or concerns over this Privacy Policy, or misuse of your personally identifiable information, please contact us at:

Liquid Web, LLC Privacy Matters
c/o Liquid Web, LLC
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Lansing, MI 48917
USA
Email – privacy@liquidweb.com