

## CSI LABORATORIES PRIVACY POLICY

CSI Laboratories understands that protecting the privacy of visitors to our web site is very important and that information provided by our visitors is particularly sensitive.

Our Privacy Policy is designed to help you understand how we collect, use and safeguard the information you provide to us and to assist you in making informed decisions when using our Service. This privacy notice discloses the privacy practices for [www.csilaboratories.com](http://www.csilaboratories.com) and <https://e.csilaboratories.com>.

### I. INFORMATION WE COLLECT

CSI Laboratories website collects “Non-Personal Information” and “Personal Information.”

**Non-Personal Information** includes information that cannot be used to personally identify you, such as anonymous usage data, general demographic information we may collect, referring/exit pages and URLs, platform types, preferences you submit and preferences that are generated based on the data you submit.

**Personal Information** includes information provided in order to use CSI Laboratories’ eCSI Portal, or other related product offerings. Your name or email address, which is submitted to CSI Laboratories through the registration process, may be used to contact you about the services on the site in which interest is expressed.

### ANALYTICS, ADVERTISEMENT & ONLINE TRACKING

Information provided to CSI Laboratories may be tracked by your browser or by our software application when you view or use the Service, such as the website you came from (known as the “referring URL”), the type of browser you use, the device from which you connected to the Service, the time and date of access, and other information that does not personally identify you. This information may be tracked using cookies, or small text files which include an anonymous unique identifier. Cookies are sent to a user’s browser from our servers and are stored on the user’s computer hard drive. Sending a cookie to a user’s browser enables us to collect Non-Personal information about that user and keep a record of the user’s preferences when utilizing our services, both on an individual and aggregate basis.

Cookies are small text files that may be stored on your computer or other device when you visit a website. They are generally used to make websites work, to keep track of your movements within the website, and to remember

There are different types of cookies, and they can be distinguished on the basis of their origin, function and lifespan. Important characteristics of cookies include the following:

- First party cookies are cookies that are stored by the website you are visiting, while third party cookies are stored by a website other than the one you are visiting. Please note that we do not control the collection or further use of data by third-parties. We may use third party cookies for purposes that include social listening (i.e., we may receive information from third party social media services that you use, where that information is relevant to our brand).
- Necessary cookies are necessary to allow the technical operation of a website (e.g., they enable you to move around on a website and to use its features).
- Performance cookies collect data on the performance of a website such as the number of visitors, the time spent on the website and error messages.
- Functionality cookies increase the usability of a website by remembering your choices (e.g. language, region, login, and so on).
- Session cookies are temporary cookies that are erased once you close your browser while persistent or permanent cookies stay on your device until you manually delete them or until your browser deletes them based on the duration period specified in the persistent cookie file.

CSI Laboratories also uses third-party vendor remarketing tracking cookies, including Google AdWords tracking cookie. This means we will continue to show ads to you across the internet, specifically on the Google Content Network (GCN). As always, we respect your privacy and are not collecting identifiable information through the use of Google's or any other third-party remarketing system.

Third-party vendors, including Google, whose services we use, will place cookies on web browsers to serve ads based on past visits to our website. Third-party vendors including Google, use cookies to serve ads based on a user's prior visits to your website. This allows us to make special offers and continue to market our services to those who have shown interest in our service.

In addition, CSI Laboratories may utilize

- Web Beacons (also called "tracking pixels") which are small graphic images, also known as "Internet tags" or "clear gifs" that are embedded in web pages and e-mail messages. Web beacons may be used for various purposes, such as to count the number of visitors to the Site, to monitor how users navigate the Site, or to verify how many articles or links were actually viewed.
- Embedded Scripts that are designed to collect information about your interactions with the Site. These scripts are temporarily downloaded onto your computer from our web server, or the server of a third party with whom we work.

## **Tracking Technologies Generally**

Regular cookies generally may be disabled or removed using tools available as part of most commercial browsers. In some instances, a browser may include settings that allow you to preemptively block cookies from being placed on your computer. Please be aware that if you disable or remove cookies and similar technologies, some parts of the Site may not work properly. Also, if you revisit the Site from a different computer or using a different browser, you may not be able to limit browser-based Tracking Technologies in the same way.

## **Social Media**

We have a presence on various social media platforms. We may receive from them information related to our presence on the respective social media platform(s) when you choose to visit us on those sites or to communicate with us. Please be aware that social media websites have different privacy policies from CSI Laboratories and our Policy does not apply on those sites. If you visit another website, we encourage you to read that particular website's privacy policy.

## **Children's Privacy**

The Site and the Service are not directed to anyone under the age of 13. The Site does not knowingly collect or solicit information from anyone under the age of 13, or allow anyone under the age of 13 to sign up for the Service. In the event that we learn that we have gathered personal information from anyone under the age of 13 without the consent of a parent or guardian, we will delete that information as soon as possible. If you believe we have collected such information, please contact us at [info@csilaboratories.com](mailto:info@csilaboratories.com).

## **International users**

By visiting our website and providing us with data, you acknowledge and consent that CSI Laboratories may use the data collected in the course of our relationship. This will be used for communicating and transmitting information to you. You also acknowledge that this information exchange is occurring outside of your resident jurisdiction. In addition such data may be stored on servers located in the United States or elsewhere and, by providing us with your data, you consent to the transfer of data and storage to the location and data privacy laws of the United States.

## **II. HOW WE USE AND SHARE INFORMATION**

### *Personal Information:*

Except as otherwise stated in this Privacy Policy, we do not sell, trade, rent or otherwise share for marketing purposes your Personal Information with third parties without your consent. In general, the Personal Information you provide to us is used to help us communicate with you.

For example, we use Personal Information to contact users in response to questions, solicit feedback from users, or provide technical support.

We may share Personal Information with outside parties if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to meet any applicable legal process or enforceable governmental request; to enforce applicable Terms of Service, including investigation of potential violations; address fraud, security or technical concerns; or to protect against harm to the rights, property, or safety of our users or the public as required or permitted by law.

#### Direct Marketing

As set out in this statement, we may contact you via email, text message, or other electronic means, from time to time, to provide you with information relating to products or services that may be of interest to you. If you wish to unsubscribe from these communications, we include detailed unsubscribe instructions in each such communication. Please note that, in the event that you unsubscribe from receiving communications relating to marketing or advertising, we may nevertheless continue to contact you for the purposes of carrying out your instructions, enabling you to make any purchases you request, administration of your account, or as required or permitted by Applicable Laws.

#### **Educational and Informational Purposes**

All health and health-related information contained within our site is intended to be general in nature and should not be used as a substitute for a visit with a health care professional. The information contained on the site is intended to offer only a general basis and is not a substitute for the professional advice and consultation that would be obtained in a visit or call to a health care professional.

CSI Laboratories does not provide any assurances as to the accuracy or completeness of the information available at or through this site. Although every effort is made to ensure that the material within this site is accurate and timely, it is provided for the convenience of the site user and should not be considered official.

#### *Non-Personal Information*

In general, we use Non-Personal Information to help us improve the Service and customize the user experience. If our information practices change at any time in the future, we will post the policy changes to the Site so that you may opt out of the new information practices. We suggest that you check the Site periodically if you are concerned about how your information is used.

### **III. HOW WE PROTECT INFORMATION**

We implement security measures designed to protect your information from unauthorized access. We further protect your information from potential security breaches by implementing certain technological security measures including encryption, firewalls and secure socket layer technology. However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by breach of such firewalls and secure server software. By using our Service, you acknowledge that you understand and agree to assume these risks.

Whenever sensitive information is collected, the information is encrypted and transmitted to CSI Laboratories in a secure way. This can be verified by looking for a closed lock icon at the bottom of the web browser or looking for “https” at the beginning of the address of the web page or portal.

#### **Your rights.**

It is your responsibility to ensure that your Personal Data held by CSI Laboratories is complete, accurate and up-to-date. Subject to Applicable Laws, you may have the following rights:

- the right to request access to, or copies of, your Personal Data that we Process;
  - the right to request correction of any inaccuracies in your Personal Data;
  - the right to object, on legitimate grounds, to the Processing of your Personal Data;
  - the right to request, on legitimate grounds, the erasure of your Personal Data that we Process;
- and the restriction of Processing of your Personal Data that we Process;
- the right to have your Personal Data transferred to another Controller, to the extent applicable;
  - where we Process your Personal Data on the basis of your consent, the right to withdraw that consent; and
  - the right to lodge complaints regarding the Processing of your Personal Data with a Data Protection Authority.

This does not affect your statutory rights. You may exercise any of these rights by using the contact details provided below. Contact details If you have any questions about this Privacy Policy, our Processing of your Personal Data, or your dealings with a Site, an App or a Device, please contact us at:

#### **CSI Laboratories**

2580 Westside Parkway  
Alpharetta, GA 30004  
1.800.459.1185

If you contact us, we will endeavor to investigate and attempt to resolve each query or complaint within one month, or such other period as may be required under Applicable Laws.

#### **IV. LINKS TO OTHER WEBSITES**

As part of the Service, we may provide links to or compatibility with other websites or applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Privacy Policy applies solely to information collected by CSI Laboratories through the Site and the Service. Therefore, this Privacy Policy does not apply to your use of a third-party website accessed by selecting a link on our Site or via our Service. To the extent that you access or use the Service through or on another website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

#### **V. CONTACT US**

By using this site, you consent to the CSI Laboratories web site Privacy Policy and Terms of Use, and you consent to the collection, storage, use and disclosure of Personal Information as described in the Privacy Policy. If you have any questions regarding this Privacy Policy or the practices of this Site, please contact us by sending an email to [info@csilaboratories.com](mailto:info@csilaboratories.com).

*Last Updated: This Privacy Policy was last updated on November 12, 2018.*