

PRIVACY POLICY

I.

Scope

- a. The following document outlines the AAT Bioquest, Inc. ("**our**", "**us**", "**we**") terms and conditions regarding collection, storage and use of user ("**customer**", "**you**") data ("**personal information**"). This privacy policy applies to users who access our website, purchase our products and/or services or otherwise interact with our company and employees (for convenience, these will collectively be referred to as "**Services**"). In using our Services, you are stating that: (1) you have read and understood these terms, (2) you have the full legal authority to consent to the terms laid out herein and (3) you agree to the terms as provided.

II.

Data Controller

- a. If you use our Services, AAT Bioquest, Inc. is the data controller for your information. You, the user, are a data controller as applicable and subject to the extent of applicable legislation. We, as the data controller, are headquartered in the United States of America. The data controller is:

AAT Bioquest, Inc.
5775 W Las Positas Blvd.
Pleasanton, California, 94588

III.

Duration of Privacy Policy Terms

- a. The privacy policy terms laid out herein remain in effect unless explicitly made expired or subject to amendments.

IV.

Collection and Processing of Data

- a. Your personal information is collected when you use our Services. The personal information you give us may include:
 1. **Account.** When you create an account with our Services, we may collect information such as your name, email, password, phone number, payment information, address and/or other contact information.

2. **Correspondence.** The information you share with us during correspondences may be collected. These include technical support questions, product inquiries, quotations and other customer support and customer interactions.
 3. **Electronic information and usage.** In using our Services, we may automatically collect information about how you interact with our Services. These may include the computer or mobile device you are using, as well as connection type, IP address, browser type, operating system, pages visited, links clicked, geolocation and other electronic information.
 4. **Demographics.** While we do not collect demographics data, demographics data may be associated with data we do collect during data processing by Google LLC ("Google Analytics"). The demographics data may include gender, age range and location. It does not, however, contain Personally Identifiable Information (PII).
 5. **Cookies.** Cookies are small text files stored locally on your computer or mobile device that may contain information regarding your interactions with our Services. These cookies include both temporary cookies (which are deleted when you leave our website) as well as non-temporary cookies (which are set to automatically delete after an expiry period). Cookies originate from our website with the exception being a third party cookie allowed on our website from Google Analytics. See here for more information on cookies set by Google Analytics. AAT Bioquest uses cookies and similar technologies for purposes such as:
 - i. Verifying and authenticating account information
 - ii. Remember your settings and preferences
 - iii. Determining website page usage
 - iv. Digital remarketing campaigns
 6. **Geographical data.** As a company that serves customers globally, we may utilize geographical information to provide the most relevant products and services. Customer geographical information is programmatically determined based on IP address in conjunction with the MaxMind GeoLite2 open source IP address database. The GeoLite2 data is created by MaxMind, available from <http://www.maxmind.com>. This is an automated process. If you believe there is an error in your region detection, please contact support@aatbio.com for assistance.
 7. **Sensitive personal data.** We do not collect, nor will we ask for, information related to racial or ethnical origin, religion, biometrics, criminal backgrounds, political alignment or other beliefs.
- b. Your personal information is processed in one of two ways:

1. AAT Bioquest, Inc. is the processor of your data. Your data processed is processed by AAT Bioquest, Inc. in the United States of America. The data processor is: AAT Bioquest, Inc., 5775 W Las Positas Blvd., Pleasanton, California, 94588
2. Google LLC is the processor of your data. Your data is processed by Google LLC through Google Analytics. More information about Google Analytics, and how it safeguards your data, can be found here. For information out where you data may be processed, see here.

V. Usage of Data

- a. We collect and use information in order to provide reliable Services and to update our Services where applicable. We do not sell your information to third parties. Your information may be used to:
 1. **Provide and improve Services.** We use your information to provide you Services. This includes information to provide the most relevant content on our website as well as purchase of products from us. We also use your information to improve our Services and to correct Services concerns when applicable.
 2. **Customer support.** We use your information to assist you in customer support services. This includes information to connect you with the correct support person, to addresses technical and application related support questions, to monitor and improve customer support responses and to addresses other related Services concerns.
 3. **Communications from us.** We may use your information to communicate with you about products, services, promotions, updates and events. This may be done in the form of digital marketing, advertisements, printed materials or emails. Users located in the EU have the right to object to this type of usage. See Section X for more information.
 4. **Data aggregation and analytics.** We may use your information in aggregated form along with other users so that we can understand how users interact with our Services. Aggregated data is anonymous and does not contain Personally Identifiable Information (PII).
 5. **Security and lawful compliant.** We may use your information in order to comply with lawful requests, or when we deem it necessary and/or appropriate for the purposes of security and safety, as outlined in our Terms of Use and Terms of Sales, as well as for the purposes of investigating disputes, claims or illegal activity with regards to our Services.

VI. Sharing of Data

- a. Your data may be shared with third parties under the following circumstances:

1. **Data processing.** Your data may be shared with Google LLC for the purposes of data aggregation and analytics. For more information, see Section IV.b.2.
2. **Service providers.** Your data may be shared with our service providers. These may include services providers such as web hosting, telecommunications, product and package shipment and delivery, emailing or billing. Your data is provided to these service providers as necessary and in accordance with the policies laid out herein as well as the policies outlined by the service providers and applicable laws and legislation.
3. **Security and lawful compliance.** Your data may be shared with government entities, law enforcement, or private entities as required by law or legal processes.

VII. Data Retention and Deletion

- a. We may retain your information in electronic and print for the purposes of providing Services. Information such as transaction and purchase information may be retained for tax purposes or applicable legal processes. Services usage information, including but not limited to anonymized aggregate data, may be retained for the purposes of improving Services. Data is retained without expiry unless otherwise noted in specified documentation.
- b. Data deletion can occur if:
 1. We deem in no longer necessary to retain the specified information for the purposes of Services.
 2. You, the user, request the deletion of certain and/or specific data.
 3. The expiry term on the data passes.
- c. You may request the deletion of your data at any time. We will comply with any such requests as soon as reasonably practical and within a maximum of period of 180 days, unless otherwise specified, and so long as the data concerned is not with regards to outstanding payments or unresolved claims or disputes. We reserve the right to retain information deemed necessary for security and safety concerns and/or to comply with lawful or legal requests.

VIII. Data Subject Rights

- a. You have the right to request access to, or the deletion of, your personal information. We will comply with requests as expediently as practical as laid out in Section VII.c. You also have the right to review, update, or correct personal information you provide to us by sending a request to AAT Bioquest, Inc. All requests can be made using the contact information provided in Section XII.
- b. You have the right to opt out of receiving marketing emails from us. You may opt out of marketing emails directly using the "unsubscribe" option contained

within every/any promotional email. You may also contact us directly to request removal from our emailing list. Though you may opt out of marketing emails, we may still send non-promotional emails such as confirmation of purchase or invoice information.

IX. Data Security and Transfers

- a. Our systems have been designed with safeguards to protect your data. This includes both electronic measures as well as policy:
 1. **Limited scope of access to data.** Only authorized personnel and only those with necessity to access data will be granted access. Access is given to personnel with restriction to the data that is required to provide Services.
 2. **Electronic security.** We use the industry standard to security our data. This includes, but is not limited to, SSL certification, passwords, hashing, encryption or anonymization of your data.
- b. We may transfer your data to our storage and processing center located in California, United States of America, as well as any country in which our service providers are located in compliance with Section VI.a.2 and Section IV.b.2. In the event that data transfer occurs out of the EEA and Switzerland, the transfer will be subject to appropriate safeguards as set by the European Commission.

X. For EU Users

- a. This section provides information for users located in the European Union subject to the EU General Data Protection Regulation ("GDPR"). If you are a user located in the EU, you have the following rights with respect to your personal information. For requests with regards to exercising these rights, see Section XII.
 1. **Access.** You have a right to request an explanation of the data that we have collected about you and how we use that data. You also have the right to receive a copy of the data collected about you during the course of your interaction with our Services.
 2. **Correction.** You have a right to request correction of any personal information as described in Section VIII.
 3. **Deletion.** You have a right to request the deletion of your personal information at any time, subject to the terms described in Section VII.b-c and Section VIII.
 4. **Objection.** You have a right to object to the collection, processing and/or use of your personal information. Excepting objection and/or complains, we may continue to collect and/or process your information to the extent permitted under GDPR. You may also file an objection or complain with regards to your personal information as described in Section VIII.

5. **Transfer.** You have a right to the transfer of your personal information to third parties in digital form.
 6. **Restriction.** You have a right to restrict the manner in which your personal information is collected and/or used. See XII for information on how you may contact us or submit a request.
- b. As per GDPR, companies need to provide information about the specific legal grounds for which personal data is collected and processed. This information is described below:
1. **The processing is necessary to provide the Services.** The information collected about your account, such as password, contact details, address and billing is required to provide product services and sales. The user usage information and other digital information listed in Section IV.a.3 is necessary to maintain, optimize and enhance user Services. User contact information and correspondences are necessary to provide Service support, as described in Section IV.a.2.
 2. **The processing is necessary for our legal interests.** We collect your information as applicable to legal processes and relevant laws. See Section V.a.5 for more information.
 3. **The processing is necessary for our legitimate interests.** We collect your information to provide customer support, to prevent fraud and abuse, to ensure compliance with our Terms of Use and Terms of Sales, to develop new Services by analyzing product trends, to enhance user experience by addressing concerns with our Services and for direct marketing purposes such as sending email promotions.
 4. **Consent. We collect and use your information based on your consent.** You have the right to opt out of, or withdraw from, any and all data collection and/or processing at any time in accordance with applicable law and as described in Section VIII.

XI. Updates to Data and Privacy Policy

- a. We may update this document and the policy contained herein at any time. If significant changes are made to this document, we will, to the best of our ability, notify you of the changes. All changes to this document are effective immediately upon publication. To the extent applicable by law, in using our Services, you consent to the updates in our privacy policy as laid out in this document.

XII. How to Contact Us

- a. We can be reached through email, phone, fax or mail:
 1. **Mail.** 5775 W Las Positas Blvd., Pleasanton, California 94588
 2. **Phone.** 408-733-1055
 3. **Fax.** 408-733-1304

4. **Email.** websupport@aatbio.com

Document generated by AAT Bioquest, Inc.

Effective starting May 25, 2018.

Last updated May 25, 2018