

AGILE Mobile Application Privacy Notice

At TK Elevator Corporation (“we”, “us”), we respect your privacy and are committed to protecting it.

This Privacy Notice has been drafted explain how we collect, use, disclose, and protect information that we collect about you when you use our AGILE mobile application (the “App”) and your rights with respect to that information.

1. What information we collect

We may collect the following types of information about that could be used to identify you personally (the “Personal Information”).

- Telephone number (masked)
- Name
- E-mail address
- IP address
- Mobile Push Notification ID
- Geolocation (if you consent to providing it)
- Any other information you voluntarily provide to us

In addition, we may collect other types of data elements (“Other Information”) that do not reveal your identity, including but not limited to:

- Browser and device information, including operating system.
- Demographic information and other information provided by you that we may combine with other users of the App or use on its own.
- Mobile application usage data.
- Aggregated information such as “click stream” information such as entry and exit points for the App (including referring URLs or domains), certain App traffic statistics, page views, and impressions.
- Information collected through cookies, pixel tags and other technologies described in more detail later in this Privacy Notice.

2. Children’s privacy

We strongly believe in the importance of protecting the privacy of children. We will not knowingly collect any Personal Information from children under eighteen (18) years of age. When you disclose the Personal Information on or through the App, you are representing to us that you are at least eighteen (18) years of age.

3. How we collect your information

We collect information from and about you in the following ways:

- **When you provide it to us.** You may give us information about you by filling in forms or by communicating with us by email or otherwise. This includes information you provide when you register for an account.
- **From the App and emails.** As you use the App, or our emails, we may automatically collect Technical Information about your equipment, browsing actions and patterns. We collect this information by using cookies, server logs, web beacons, and other similar technologies.
- **From others.** We may receive information about you from third parties including, for example, our affiliated companies, business partners, subcontractors, analytics providers, and service providers.

4. Cookies and automatic data collection technologies

“Cookies” are small text files placed in your computer’s, smartphone’s, tablet’s, and other mobile device’s browser directories to store your information about your activities online. A Cookie will typically contain the name of the domain (internet location) from which the Cookie has come, the lifetime of the Cookie, and a value, usually a randomly generated unique number. We use Cookies so that we can improve our products and services.

We may use “session cookies” (Cookies that last until you close your browser or mobile application) or “persistent cookies” (Cookies that last until you or your browser delete them). Examples of the information we collect and analyze from Cookies include your activity on the App, including the URL you come from and go to next. The Cookies that we use do not contain and are not tied to your personal information.

If you do not wish to receive Cookies or wish to manage Cookies in general, you must configure your browser settings, if available, on your computer, smartphone, tablet, and other mobile device. You may also delete a Cookie manually from your hard drive through your internet browser or other programs. Although you are not required to accept our Cookies, if you set your browser to reject Cookies, you may not be able to use all of the features and functionality of the App. If you block or otherwise reject the Cookies, you may lose some of the functionality of the App. The App may also use Cookies and other technologies such as pixel tags, web beacons and clear GIF files to help manage our online advertising program. We and our advertising partners may use these technologies to track the actions of users of the App, to measure statistics of our marketing efforts, and to deliver advertisements on the App that may be more relevant to individual consumers and that will improve the consumer experience on the App.

When you use the App, our servers automatically record log data, which includes information such as your IP address, the type of browser you are using and its settings, the third-party website you visited immediately prior to accessing the App, the operating system you are using, the domain name of your Internet service provider, the search terms you use within the App, the specific website pages you visit, type of product selected, the brand, order, and product identifications, and the duration of your visits.

5. How we use your information

We may use the Personal Information and/or Other Information for purposes described in this Privacy Notice or as otherwise disclosed to you through the App. In addition to the purposes already described, we may use the Personal Information and/or Other Information to:

- Provide the App, and the purposes, services, intended uses, etc., of or within the App.
- Process and manage your use of the App.
- Respond to your inquiries or requests.
- Create and deliver personalized promotions.
- Communicate with you by mail, telephone, facsimile, e-mail, mobile alerts and SMS text messaging about our company, including about your account, your requests for information, and to update you about changes to the App, this Privacy Notice, and other terms and conditions of use;
- Communicate with you, including by mail, telephone, facsimile, e-mail, mobile alerts and SMS text messaging, in connection with our marketing efforts, such as when we send you offers and promotions that you can take advantage of through the App.
- Further our business purposes, such as to perform data analysis, audits, fraud monitoring and prevention; to enhance, improve or modify the App; to identify usage trends; to determine the effectiveness of our promotional campaigns; and to operate and expand our business activities.

We may send you “transactional or relationship” communications, such as notices to facilitate a transaction you have conducted or messages that provide information about your existing account, using various electronic communication, including e-mail and mobile communications. You must opt-in to receive e-mail and mobile communications (other than “transactional or relationship” communications referenced above), including SMS text messages from us. Any opt-in will be subject to this Privacy Notice and we will only e-mail you, send you mobile alerts or SMS text messages if you opt-in to receive them from us. If, at any time, you decide you would rather not receive these types of communications from us, you can opt-out by clicking the unsubscribe link at the bottom of any e-mail or contact us by e-mail at CustomerCare.TKE@tkelevator.com.

6. Disclosure of Your Information

We generally will not disclose the Personal Information and/or Other Information to anyone, except in the following circumstances:

Service Providers. We may disclose the Personal Information and/or Other Information to third-party service providers to provide us with services such as website hosting, mobile application hosting, professional services, including information technology services and related infrastructure, customer service, e-mail delivery, auditing and other similar services.

Affiliates. We may disclose the Personal Information and/or Other Information to our affiliates (“Affiliates”) for the purposes described in this Privacy Notice, including for marketing purposes. Affiliates are those companies that are owned by or under common control with our company.

To Perform Services You Request. We may disclose the Personal Information and/or Other Information to third parties in order to perform services you request or functions you initiate.

Corporate Transactions or Events. We may disclose the Personal Information and/or Other Information to a third party in connection with a corporate reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets, membership interests, or stock, including in connection with any bankruptcy or similar proceedings.

Legal Reasons. We may use or disclose the Personal Information and/or Other Information as we deem necessary or appropriate: (1) pursuant to applicable law, including laws outside your country or state of residence; (2) to respond to requests from public and government authorities including public and government authorities outside your country or state of residence; (3) to comply with subpoenas and other legal processes; (4) to pursue available remedies or limit damages we may sustain; (5) to protect our operations or those of any of our Affiliates; (6) to protect the rights, privacy, safety or property of us, our Affiliates, you, and others; and (7) to enforce the App's terms and conditions of use.

Other Reasons. Except as otherwise stated or limited in this Privacy Notice, we generally may use the Personal Information for any purpose not prohibited by law. In particular, we may collect, compile, store, publish, promote, report, sell, or otherwise disclose or use any and all other information, provided that such information does not personally identify you beyond how you are identified by use of the App.

7. Third Party Content, Apps, and Links

When you link to the App through any social networking or third-party sites, applications or services, you are bound by the privacy policy and other terms of use of the social network or third-party site, application or service. We do not control and are not responsible for the privacy practices of such sites. You should consult the privacy policy of such sites to determine the information practices of those sites.

8. Your Rights and Choices

Your rights may vary depending on where you are located. We have created mechanisms to provide you with the following control over your information.

Unsubscribe Procedures

You have control over the data that we maintain about you and whether you want us to use that information for the purposes stated in this Privacy Notice. All registered users of the App may at any time opt-out of receiving upgrade notices by clicking on the opt-out link we include in any e-mail it may send you or by contacting us by e-mail at CustomerCare.TKE@tkelevator.com. If you decide that you do not wish to participate in our upgrade notice service, you can unsubscribe by clicking on the link provided in the update request e-mail messages we send you and following the directions provided.

Opting Out of Interest-Based Advertisements on the Mobile App

We may collect certain unique mobile operating system IDs, such as Apple's Identifier for Advertising ID (IDFA) or Google's Android Advertising ID (AAID), to select, target, and deliver advertisements. You may be able to opt out of interest-based advertisements through the most recent applicable settings features of your mobile device(s). These opportunities are subject to the

offerings made available by the third-party operating system providers and subject to their privacy policies, and not any offerings by us or this Privacy Notice.

Access to, Updating or Deletion of Collected Information

Upon request, we will provide you with the ability to correct, update, or remove the Personal Information collected by us. You are responsible for keeping the Personal Information current and accurate and may do so by checking and, if necessary, modifying any user profile relating to the App, if applicable. To request that we correct, update, or remove Personal Information from our databases, e-mail us at CustomerCare.TKE@tkelevator.com.

9. Data Security

We have implemented reasonable safeguards designed to prevent loss, misuse and unauthorized access, disclosure or modification of the Personal Information and Other Information provided or collected through the App.

The Personal Information and Other Information can never be 100% secure and you should always take appropriate security measures to protect the Personal Information and Other Information. If you believe that your account or any information you provided to us is no longer secure, please notify us immediately.

10. California privacy rights

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our App 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 CustomerCare.TKE@tkelevator.com.

11. Nevada privacy rights

Nevada residents have the right to opt out of the sale of certain "covered information" collected by operators of websites or online services. We currently do not sell covered information, as "sale" is defined by such law, and we do not have plans to sell this information.

12. Changes to our privacy notice

We will post any changes we may make to our Privacy Notice on this page. The date the privacy notice was last revised is identified at the top of the page. You are responsible for periodically visiting our website and this page to check for any changes.

13. Contact Us

If you have any comments or questions about our Privacy Notice, please e-mail us at CustomerCare.TKE@tkelevator.com.