

Data Privacy Policy

This privacy policy provides our commitment to privacy for our customers, visitors to our website, and users of our product and service offerings. We have developed this privacy policy to describe how we collect, use and protect your personal information, whether collected online or otherwise.

Personal Information Collection

Our goal is to meet and support your digital signature needs. We collect only the personal and business information from you that you choose to give to us, such as from forms on our sites or services or from communications with us. Personal information includes contact information such as your name, company name, billing address, phone numbers, and email address; order processing information such as shipping and billing information; and financial and credit information. Your personal information is collected either by us, or by a third party, such as a dealer or a credit institution, who is under a confidentiality agreement with us.

Usage Information Collection

Our servers and systems automatically record certain information regarding your use of our sites and services and the mobile devices and programs that you use to access such offerings (we refer to this information as “**Usage Information**”). Usage Information may include internet protocol (IP) addresses, geolocation data, browser or device type, internet service provider (ISP), referring/exit pages, platform type, mobile device settings and identifiers, and date/time stamp data and other information about the way you use your device or our services (such as the length of time spent, search terms, frequency, functionality accessed, and features, links clicked, and other statistics). Usage Information does not, in and of itself, identify you personally, but we may associate it with your account if you are a registered user. We use Usage Information to help us manage and administer our sites and services, improve the content of our offerings, and customize and improve user experience. Usage Information is gathered using the following methods: (1) cookies, (2) tags (Google Tag Manager), (3) third-party website analytics tools including Google Analytics, and (4) general detection and use of your internet protocol (IP) address, device identifier or domain name.

Cookies

A cookie is a string of code that provides certain information about your visit to our web site. We use cookies to enhance your convenience and experience in using our sites and services. For example, we use cookies to allow users to log in a password only once on our site; to target the interests of users of our site; and to gather statistical data about visits to our website. We do not use cookies to collect personal information about you. We do not track your Internet usage, or read private information from your computer.

Our sites may use both session cookies and persistent cookies. For session cookies, once you close your browser(s), the cookies simply terminate. A persistent cookie is a small text file stored on your hard drive for a certain period of time. You can remove persistent cookies by following Internet browser help file directions. If you reject cookies, you may still use our offerings but certain portions or features may not be available.

This privacy policy covers the use of cookies by our sites and services but does not cover the use of cookies by any of our business partners or other third parties with links on our sites (including Google Analytics). Such parties may employ cookies, device identifiers, or similar technologies to collect their own Usage Information which will be governed by the applicable third party’s privacy policy.

Web Analytics

We may use third-party website analytics tools, including Google Analytics, and embedded tags/tracking code that collect information about visitor traffic for our sites and offerings. Analytics providers may use cookies as well as tags and other collection technologies to collect Usage Information. They use collected information for the purpose of evaluating your use of our sites and services, compiling reports on activity for us, and providing other services relating to activity and service usage. Use of such analytic Usage Information collected by third parties will be governed by the applicable third party's privacy policy.

Information Use and Customer Choice

We use your personal information to (1) provide requested products and services to you and maintain our business relationship, (2) to fulfill your orders, including services related to order processing, billing, and shipping, (3) to communicate with you about your transactions with us, (4) to provide customer service and support, (5) to administer and improve our sites and services, (6) to fulfill requests you may make, (7) to personalize your experience, (8) to provide service announcements, and (9) to comply with our legal obligations and to protect, investigate and deter against fraudulent, harmful, unauthorized or illegal activity.

We would also like to send you announcements about other products of FP or our partners that you may find of interest, and we understand that you might prefer not to receive such announcements. To opt out of these announcements, simply utilize the opt-out method detailed in any message you receive or you can send an email to FP requesting to be removed from our mailing lists. In your email, please be sure to include some type of identifying information, such as FP account number, so that we can ensure that we do not send you this type of communication. We will not send you advertising emails unless you have chosen to receive such emails.

Sharing of Personal Information

FP will not share your personal information with third parties unless you have specifically requested that information be released to them or have otherwise consented to such sharing, and in the following circumstances:

- We may share your personal information with our affiliates and with third party companies that perform services on our behalf (including maintenance, administration, support, hosting and database management services and bill and credit card payment processing), or help us administer or provide our products or services (collectively, "**Service Providers**"). We have confidentiality agreements with Service Providers that prohibit them from using your personal information for their own purposes.
- We may disclose your personal information as required (or requested by law enforcement) and permitted by law or regulation, including in response to a subpoena or to respond to an emergency situation.
- We reserve the right to disclose personal information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact, or bring legal action against someone who may be causing injury or interference with (either intentionally or unintentionally) our rights or property or anyone else that could be harmed by such activities.
- In the event FP or its affiliates or their assets are sold, merged or otherwise involved in a corporate transaction, your personal information will likely be transferred as part of that transaction – we reserve to right to transfer your

personal data without your consent in such a situation; provided that we will make reasonable efforts to see that your privacy preferences are honored by the transferee.

If you are an individual and your account with us (i) is paid for by your employer, (ii) was created at the request of your employer, (iii) uses a work-sponsored email address, (iv) is administered by your employer, and/or (v) otherwise reasonably appears to us as controlled by your employer, we will consider your account and all information associated therewith as property of your employer as the ultimate account holder. This means that upon request of your employer, we will disclose information collected in connection with your usage of our sites and services, including personal information, to your employer. Upon the cessation of your employment for any reason, we may block or discontinue you access rights associated with your employer account.

Use and Sharing of Non-Personal Information

We may anonymize, pseudonymize, aggregate or de-personalize personal information and/or Usage Information to create non-personally identifiable information (“**Anonymized Data**”). We reserve the right to freely disclose, share and use Anonymized Data and other non-personally-identifying information for industry analysis, statistical purposes, demographic profiling, marketing and advertising, and other business purposes (which may include reporting on trends in the usage of our product or services offerings).

Social Media

Our sites, offerings and communications may include social media features or widgets (such as the Facebook “like” button) and links to our account pages on various social media platforms (such as Facebook and Twitter). These features may collect your personal information and track your use of our sites, services or communications. These social media features are hosted third party services and your interactions with these features are governed by the privacy policy of the third party providing such functionality.

Security

FP maintains appropriate physical, electronic and procedural safeguards and controls to help to protect against the loss, misuse, alteration and unauthorized disclosure of personal information in our possession or under our control. We periodically test the security protections of our information systems and monitor the effectiveness of our information security controls, systems and procedures.

Personal information you provide online is protected using industry standard encryption software (SSL). While on a secure page, such as our order form, you will know that SSL is in use when the lock icon displayed in your web browser becomes locked.

We also take appropriate measures to protect personal information offline. All of our customers’ personal information is protected in our corporate offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personal information. Employees can only enter our facility with electronic access cards, and log into the network with an individual password. Servers that store personal information are in a secure environment, behind a second-level security door accessible only to personnel with a specific need to access that area. All employees are kept up-to-date on our security and privacy policies.

While we use reasonable efforts to safeguard the confidentiality of your personal information, we cannot guarantee that data will always remain secure due to transmission errors, outside events, third party hacking or other causes. We will comply with all privacy laws and make any legally required disclosures regarding breaches of the security, confidentiality, or integrity of personal information consistent with our ability to determine the scope of a breach and our obligations to law enforcement.

Access and Data Rights

You may review, update or delete certain personal information associated with your account by logging into your account. If you wish to access, review, restrict, correct, obtain or delete other personal information to which we have access, please send your request to support@fp-sign.us or FP Sign Customer Service Manager, FP USA, Suite 200, 140 N Mitchell Ct., Suite 200, Addison, IL 60101. We'll take steps to respond to your request as soon as is practical and in accordance with applicable law.

In connection with our customer's use of functionality provided via our service offerings, our systems may collect or store personal information concerning our customer's users ("Service Data"). While this Service Data may be processed on our systems, we collect, store and process the Service Data on behalf of our customer (who is the data controller) and do not have the independent right to change, delete or make decisions regarding such Service Data (and in some cases do not have access to such Service Data due to encryption). If you are an individual who interacted with one of our customers through our service offerings and have a request regarding your personal information, please contact the customer directly.

FP will retain your personal data for as long as the applicable business relationship is active and as reasonably needed to maintain business records for audit purposes, meet regulatory requirements, defend or bring potential legal claims, and respond to post-termination inquiries. In addition, personal data may be retained for such additional time as may be required under applicable law, including record retention requirements.

Notification of Changes to Privacy Policy

This privacy policy may be updated from time to time to reflect changes to our information practices. If we make any material changes we will notify you using personal information you have provided to us, via your account, through our services, or by means of posting an updated version on our website and other appropriate places. We encourage you to periodically review our posted privacy policy for the latest information on our privacy practices. Any modifications to this privacy policy will be effective upon our posting or notification of the new terms, and your continued use of our sites or product or services offerings thereafter indicates acceptance of the modified privacy policy. If you do not agree to any part of a modified privacy policy, then you must terminate your account and stop accessing our sites and services.

Policies for Children

FP's sites and services are not directed at minors, and we do not knowingly collect or use personal information from persons under 13 years of age. If you believe we have collected personal information of a minor without appropriate consent, please notify us using the contact points below so that we may investigate and delete the information from our systems or make necessary corrections.

Linked Sites and Offerings

Please be advised that our sites and services may contain links to third-party websites or services. The linked sites are not under our control, and we are not responsible for the contents or privacy practices of any linked site or any link on a linked site.

California Privacy Rights

FP does not otherwise provide personal information to any third party for such third party's direct marketing purposes. FP does not collect personally identifiable information about an individual user's online activities over time across third party web sites (and thus does not monitor your browser's Do Not Track indicator).

Consent for Cross-Border Transfer

FP is a German company and hosts its sites and services from Germany. If you are located in the European Union, Canada or elsewhere outside of the United States and provide information to FP USA or use our sites or services, please be advised that we transfer all data to Germany and process it there (and possibly other countries). By providing us with your personal information you consent to this transfer. Where we do transfer personal information across national borders we put in place appropriate arrangements to ensure correct and secure data processing in compliance with applicable data protection laws.

GDPR Notice

FP USA does not seek to collect personal data from residents of the EU. To the extent we process information or interact with residents of the EU in a manner governed by the General Data Protection Regulation (EU) 2016/679 of the European Parliament and of the Council of 27th April 2016 (the "GDPR") we will comply with the GDPR and its national implementations. For covered data transfers outside the EEA to third parties, we will rely on appropriate safeguards, as defined in GDPR and as approved by applicable governmental authorities, to provide an adequate level of protection. To the extent provided for under GDPR, a data subject in the EU will be entitled to exercise the following applicable data subject rights: access your personal data; obtain information on the processing of your personal data; have your personal data rectified or erased or its processing restricted; exercise your right to data portability; or withdraw any consent that you might have given to the processing of your personal data, including any consent for any direct marketing purposes with future effect.

If you would like to exercise your data subjects rights or learn more about the details of the processing of your personal data under GDPR, please contact us using the information provided below. We will respond to your request(s) as soon as reasonably practicable within the legally required period of time. To help protect your privacy, we take reasonable steps to verify your identity before granting access to your personal data or responding to your requests.

If you are not satisfied with our response or believe that we are not processing your personal data in accordance with applicable law please contact us using the contact information provided below. You also may contact or register a complaint with the competent supervisory authority or seek other remedies under applicable law.

Contact Information

If you have any complaints, questions or concerns regarding personal information or our privacy policies or wish to exercise any data subject rights, please contact us at:

FP Sign

Postal Address: 140 N. Mitchell Ct., Suite 200, Addison, IL 60101

Phone: 800-241-3206

Fax: 800-341-5141

Web site: www.fp-sign.us