



PRIVACY POLICY

Effective Date: January 01, 2025

Exigo, LLC (also referred to herein as “We” or “Exigo”) collects certain information through our website, located at www.exigo.com (our “Website”). This page (this “Privacy Policy”) outlines our policies and procedures regarding the collection, use, and handling of information that identifies an individual user or that could be used to contact or locate him or her (“Personally Identifiable Information” or “PII”). This Privacy Policy applies solely to our Website. It does not apply to any third-party sites or services linked to our Website, nor to any other website or online service operated by our company or our offline activities. Client data stored in an instance of Exigo is not covered by this Privacy Policy. Exigo does not own client data, and therefore will not use, sell, or disclose client data.

A. PII We Collect

We collect the following Personally Identifiable Information from users who complete the online contact form: name, email address, telephone number, and address.

We also use “cookies” to collect certain information from all users, including website visitors. A cookie is a string of data our system sends to your computer and then uses to identify your computer when you return to our Website. Cookies help us gather usage data, such as how often you visit, where you go on the site, and what you do.

B. Our Use of PII

We use your Personally Identifiable Information to contact you regarding our products and services, communicate with you about products and services you’ve purchased, and offer additional products and services. We also use that information to the extent necessary to enforce our Website terms of service and to prevent imminent harm to persons or property.

We use cookies to allow our Website to remember you and provide you with the information you’re most likely to need. For instance, when you return to our Website, cookies identify you and prompt the site to provide your username (not your password), so you can sign in more quickly. We also use information gathered through cookies to compile statistical data about use of our Website, such as the time users spend at the site and the pages they visit most often. These statistics do not include PII.

C. Protection of PII

We implement the following data security measures to protect Personally Identifiable Information:

- We use regular Malware Scanning to identify vulnerabilities and threats on our Website to ensure your visit is as safe as possible.
- Your personal information is stored behind secured networks and is only accessible by a limited number of Exigo employees who have special access rights to such systems and are required to maintain confidentiality.

- All sensitive information you submit is encrypted using Secure Socket Layer (SSL) technology.
While we take extensive measures to protect your PII, we cannot guarantee its absolute security. By using our Website, you acknowledge and agree that we make no such guarantee, and that you use our Website at your own risk.

D. Third Party Access to PII

We do not sell, trade, or otherwise transfer your Personally Identifiable Information to outside parties.

However, we may disclose PII to attorneys, collection agencies, law enforcement authorities, or other parties when required to address potential violations of our Acceptable Use Policy (AUP), other contractual obligations, or illegal behavior. We may also disclose PII in response to a court order or legal obligations, or to prevent imminent harm to persons or property.

As mentioned above, we may compile Website usage statistics from data collected through cookies and share those statistics with third parties. These statistics do not include PII.

E. GDPR and Data Subject Rights

In accordance with the General Data Protection Regulation (GDPR), individuals located in the European Union (EU) and European Economic Area (EEA) have specific rights concerning their Personal Data. If you are located in these regions, you have the following rights:

- **Right to Access:** You have the right to request a copy of your PII stored by Exigo.
- **Right to Rectification:** You may request the correction of inaccurate or incomplete PII.
- **Right to Erasure (“Right to be Forgotten”):** You have the right to request the deletion of your PII, subject to certain exceptions.
- **Right to Restriction of Processing:** You can request that we restrict the processing of your PII under certain circumstances.
- **Right to Data Portability:** You may request a copy of your PII in a structured, commonly used, and machine-readable format.
- **Right to Object:** You may object to the processing of your PII for marketing purposes, or where processing is based on legitimate interests.
- **Right to Withdraw Consent:** If the processing of your PII is based on consent, you can withdraw that consent at any time.

To exercise any of these rights, please contact us via the contact details provided below.

F. SOC Compliance

Exigo complies with the **System and Organization Controls (SOC)** framework. Our security practices are regularly audited to ensure that we meet the stringent requirements for data protection, confidentiality, and availability. Exigo's SOC compliance certifications are available upon request and provide independent verification of our commitment to safeguarding data.

G. Accessing and Correcting Your PII

You can access, correct, or update any Personally Identifiable Information we store by calling us at 214-367-9933 or emailing us at incidents@exigo.com.

H. Amendment of this Privacy Policy

We may modify this Privacy Policy at any time by posting a new version on this page or a successor page. The new version will become effective on the date it is posted, which will be indicated at the top of the page as the new Effective Date.