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SECTION 7. MISCELLANEOUS.

A. **Entire Agreement; Amendment.** Unless otherwise specified herein, this Agreement, together with your pricing plan and any individual license agreements regarding data exchanging features of zipLogix Products, constitute the entire agreement between you and zipLogix regarding the subject matter hereof, and this Agreement, together with your pricing plan and any individual license agreements regarding data exchanging features of zipLogix Products, supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between you and zipLogix regarding the subject matter hereof. Except as explicitly set forth herein, this Agreement may not be amended except in a writing signed by the parties.

B. **Jurisdiction and Venue.** This Agreement shall be governed by and construed in accordance with the substantive and procedural laws of the State of California, excluding its conflict of law principles. All claims and disputes arising under or relating to this Agreement are to be settled by binding arbitration in the County of Los Angeles, State of California or another location mutually agreeable to the parties. An award of arbitration may be confirmed in a court of competent jurisdiction. Federal arbitration laws and California state arbitration laws apply to this Agreement. The parties agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated, or representative action. Each party hereby authorizes and accepts service of process sufficient for personal jurisdiction in any action against it as contemplated by this paragraph by registered or certified mail, return receipt requested, postage prepaid, or nationally recognized overnight courier. You hereby waive any objection you may have in any such action based on lack of personal jurisdiction, improper venue or inconvenient forum.

C. **Relationship.** You agree that no joint venture, partnership, employment, or agency relationship exists between you and zipLogix as a result of this Agreement.
D. **Indemnification.** You agree to indemnify and hold zipLogix, its parents, subsidiaries, affiliates, and its and their directors, officers and employees, harmless from any claim, action, demand, loss, cost, expense or damage, including reasonable attorneys’ fees, asserted by any third party due to or arising out of your use of any zipLogix Product.

E. **Severability; Waiver.** If any part of this Agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the Agreement shall continue in effect. A party’s waiver of any breach of this Agreement must be made in writing and shall not constitute a waiver of any other breach. A party’s failure to demand performance of any obligation shall not constitute a waiver of a party’s right to demand performance of such obligation in the future.

F. **Information Regarding zipLogix Products and Services.** You consent to zipLogix sending you information via fax and/or email regarding products and services that may be interesting or valuable to you via the contact information you provided. If you no longer wish to receive information regarding such products and services, please make your request by visiting [http://support.zipform.com/emaillsupport.asp](http://support.zipform.com/emaillsupport.asp) or call (586) 840-0140. We will implement your request as quickly as possible.

G. **Transfer and Assignment.** You may not transfer and/or assign any or all of your rights or obligations under this Agreement.

H. **Survival.** All provisions which may reasonably be construed to survive shall survive the expiration or termination of this Agreement.

**ADDITIONAL TERMS FOR SPECIFIC ZIPLOGIX PRODUCTS**

**SECTION 8. FORMS SOFTWARE.**

A. **Exporting: Portable Data Format (.pdf); Other File Formats.** zipLogix grants you the right to use the Forms Software to export the desktop, online and multi-user versions of the forms to .pdf format. The export of the forms will result in the creation of a .pdf file. zipLogix shall not be responsible for providing you with the applicable software to open, view or otherwise use the .pdf file. Forms exported from the Forms Software to .pdf format may not be altered, manipulated or changed in any way, including but not limited to, altering the form text or data, “unlocking” or otherwise opening or attempting to open or bypass the security/password protection of a .pdf form, making a derivative work(s), adding any data, text, graphics or software into or on top of a form, converting the form from .pdf format to a different file format, removing copyright dates and/or symbols, and removing company specific information which is embedded in the form, unless expressly permitted by the copyright holder of the form. Any violation of this section shall be deemed a material breach of this Agreement and may result in a violation of law and civil and/or criminal penalties. Certain fonts in your computer’s operating system/software may be missing or corrupt due to no fault of the Forms Software, which may result in formatting, saving, printing and e-mailing problems or other errors in your .pdf documents. You agree that zipLogix has no responsibility or liability whatsoever for any damages which might result from such errors in your .pdf documents. If you experience problems or errors in .pdf documents due to missing or corrupted fonts, please contact your computer system/software provider (e.g. Microsoft®, Apple®, etc.) or Adobe® ([www.adobe.com](http://www.adobe.com)) for assistance.

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• print out blank or essentially blank forms and manually insert information on the hard copies.

Such actions may constitute a copyright violation of the copyright owner’s forms, may result in a violation of law and civil and/or criminal penalties and, in addition to any other remedies, may result in the termination of this Agreement by zipLogix.

C. Transaction Document Storage. You agree that zipLogix has no responsibility or liability whatsoever for the deletion, corruption or failure to store any transaction, template, clause, content, form or document maintained by the Forms Software. You acknowledge that zipLogix reserves the right to delete accounts and/or stored documents within accounts that have not been active or modified for a period of fourteen (14) months. The amount of storage space available to you will depend upon the plan and features purchased by you or, if the Forms Software is being provided to you under the terms of an agreement between zipLogix and/or REBS and a third party, such as your real estate brokerage, a board/association of REALTORS® or a multiple listing service, the plan and features purchased by such third party. Your documents will be stored in the Forms Software for a period of time that is dependent upon your state (or other jurisdiction) and the creation date or the closing date of the transaction to which the documents are related, except that zipLogix shall have no obligation to maintain or provide you with any transaction, document, information, or access to your account once your Forms Software license term expires or terminates for any reason. After the applicable time period, your transactions (and all associated transaction documents) will be deleted from your account and will not be recoverable by you. These periods of time are subject to change at any time without notice. zipLogix shall not be responsible or liable to you or any third parties in any way whatsoever for documents or transactions that are deleted in accordance with this policy. If you wish to save Forms Software transaction documents beyond the applicable time frame, you should export the documents to another location, such as saving the documents in zipVault® or on your computer, CD-ROM or some other external storage medium.

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F. **Export Restrictions.** You agree that you will not export or re-export the Forms Software to any country, person, entity or end user subject to U.S.A. export restrictions.

G. **Limited Warranty for zipForm® Standard.** zipLogix warrants that zipForm® Standard will be free of material defects for a period of ninety (90) calendar days from the date of your purchase or acquisition, as applicable. Within this period, zipLogix will replace any defective zipForm® Standard software without charge. Refunds will not be issued to you or the purchasing party, as applicable, unless the defect cannot be remedied by a replacement.

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J. **zipForm® Team Edition.**

1. The ability of an administrator of a team account to add additional members is solely within zipLogix’s discretion and is subject to the maximum number of persons permitted per team account and payment of the applicable fee. An agent can only be a member of one team account at a time. A transaction coordinator/assistant can be a member of more than one team account with the payment of the applicable fee(s). The administrator for the team account can add and remove team members at any time, up to the maximum number of team members permitted by zipLogix. Once a team member is removed from a team account, such team member will no longer have access to any transactions within the team account or any transactions saved to zipVault® for the team account. Transactions created in the team account will only be stored by zipLogix as long as the team account is active. If you wish to save transactions you have used in your team account beyond the term of your applicable team account license period, you should export the documents to another location, such as saving the documents in your individual zipVault® account or on your computer, CD-ROM or some other external storage medium.

2. Each team member will be able to create, edit, modify, print, send, export and delete transactions for, or on behalf of, any other member of the team. Each team member will be able to use other team member’s names and contact information to create, edit, modify, print and send transactions, and each team member will be able to access the contact list of the other team members. Each team member will only be able to access the forms libraries for which such member has a valid license. Joining a team account will not create a license for, or otherwise enable, an individual team member to view, access, create, edit or modify forms in a forms library for which such member does not have a valid license, even if another team member has a valid license for such other forms library. Team members may not alter the name of the agent and broker that prints automatically at the bottom of each form, including by altering the form to add the name of the team.

**SECTION 9. OTHER ZIPLOGIX PRODUCTS AND SERVICES.**

A. **zipForm®MLS-Connect and MLSPush™.** zipForm®MLS-Connect and MLSPush™ are expressly designed and intended to be used in conjunction with the Forms Software, and cannot be used if you do not have or fail to maintain a valid license to use the Forms Software. Your license to use zipForm®MLS-Connect and/or MLSPush™ entitles you to access your individual Forms Software account only, and you may not access the Forms Software account of any other end user through zipForm®MLS-Connect and/or MLSPush™. In order to use zipForm®MLS-Connect and/or MLSPush™, you must have and maintain valid permission to access and use content within the database of your multiple listing service (“MLS”), and your MLS must have an agreement in place with zipLogix in connection with zipForm®MLS-Connect and/or MLSPush™. Should the agreement between zipLogix and your
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B. **Single Sign On.** Your use of the Single Sign On services (“SSO”) shall at all times be subject to and must be in compliance with this Agreement. The SSO will only be available if zipLogix maintains agreements with providers of each product and service to be accessed by the SSO. If zipLogix’s agreement with a provider terminates, your access to and use of the provider’s product or service using the SSO shall also terminate. All products and services accessed under the SSO will be linked to, and capable of being accessed using, a single password or set of credentials. You should therefore exercise caution, prudence and care in using the password and/or set of credentials to protect them from unauthorized access, disclosure and use. You agree that zipLogix has no responsibility or liability whatsoever for any damages which might result from such unauthorized access, disclosure and use.

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E. zipLogix Digital Ink®.

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G. TouchSign®.

1. **In General.**

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2. **Transaction Document Storage.** You agree that zipLogix has no responsibility or liability whatsoever for the deletion, corruption or failure to store any signature, transaction, template, clause, content, form or document executed or transmitted by TouchSign®. If you wish to save documents you have signed using TouchSign® you should export those documents to zipVault® or another external storage location, such as by saving documents in .pdf form on your computer or on a CD-ROM.

3. **Disclaimer; Limitations.** You acknowledge and agree that zipLogix makes no representations or warranties relating to the accuracy, validity or invalidity of any authentication measure used in connection with TouchSign®. zipLogix may establish limits concerning the maximum number of documents and transactions that may be signed or transmitted, the maximum amount of disk space that will be allotted on zipLogix's servers on your behalf, and the maximum number of times and duration you may access TouchSign® in a given period of time, which are subject to change at any time without notice.

4. **Compliance with Law.** As routine practice, zipLogix provides consumer disclosures for all signature transactions processed through TouchSign®. However, zipLogix shall not be responsible for, and you are solely responsible for, determining whether the use of an electronic record or electronic signature complies or does not comply with any and all laws, rules and regulations including, but not limited to, electronic record and electronic signature laws such as the Electronic Signatures in Global and National Commerce Act (E-SIGN) or the Uniform Electronic Transactions Act (UETA) and your state’s laws and regulations pertaining to electronic records and electronic signatures and the real estate industry. zipLogix shall not be responsible or liable for, and you are solely responsible for, determining whether a consumer (as defined under applicable law) must be provided with a disclosure required by law to be in writing, whether the delivery of an electronic record satisfies such law, and for providing such disclosure to the consumer. zipLogix makes no representations or warranties that the consumer disclosures in TouchSign® are appropriate for or provide all of the disclosures as required for your particular transaction. If you are unsure whether your electronic record or electronic signature complies or does not comply with relevant law, please consult an appropriate professional, such as an attorney.

H. zipConsult®. zipLogix provides a link in the Forms Software to zipConsult®, a web conferencing tool. zipConsult® is powered by AnyMeeting, which is a Third Party Product. All right, title and interest in and to AnyMeeting belongs solely to AnyMeeting and/or its licensors, as applicable. zipLogix and its affiliates make no representations, guarantees or warranties whatsoever regarding the use, content, legality or sufficiency of AnyMeeting. By accessing zipConsult®, you agree to comply with AnyMeeting’s Terms of Service and Privacy Policy set forth on AnyMeeting’s website, currently located at [www.anymeeting.com/accountmanager/messages/AnyMeetingTermsOfService.htm](http://www.anymeeting.com/accountmanager/messages/AnyMeetingTermsOfService.htm) and [www.anymeeting.com/Privacy.aspx](http://www.anymeeting.com/Privacy.aspx), as may be amended from time to time. You agree to comply with all telephonic and electronic recording laws, rules and regulations in connection with your use of zipConsult®, and you agree to indemnify, defend, and hold zipLogix harmless for any breach of this obligation.
QUESTIONS

Should you have any questions concerning this Agreement, or if you desire to contact zipLogix for any reason, please contact zipLogix at:

zipLogix
P.O. Box 130
Fraser, MI 48026
ziplogix.com
ZIPLOGIX™ PRIVACY AND SECURITY STATEMENT

Effective January 1, 2020
This document was previously updated August 10, 2017.

zipLogix™ (“we” “us” or “our”) appreciates your interest in and use of our products and services. The protection of your privacy and the security of our products and services are important to us. We have created this Privacy and Security Statement (“Statement”) to demonstrate our firm commitment to privacy and so that you will be aware of the uses made of information that may be generated through your use of our website and products and services. Please take a few minutes to read the complete Statement.

TYPES OF INFORMATION WE COLLECT

Personal Information

Personal information is information that permits direct association with a specific individual. Personal information, such as your name, user name, password, broker affiliation, mailing address, email address, and phone number is either requested or required at different points during your use of our website or products and services to complete your order, create your account and/or ensure that you are authorized to use certain intellectual property (e.g., form libraries in zipForm®) that may be licensed to us. Depending upon the libraries to which you request access, your current association membership status or broker affiliation may be verified by asking you to log into other websites. You may also enter personal information relating to yourself or others into certain fields when you use our products and services in your real estate business. For example, you may enter personal information relating to a client, customer, purchaser or seller into a form in zipForm® during a real estate transaction.

Payment-related Information

Payment-related information is information used to process payments you make for products and services made available to you. Payment-related information, such as your credit-card number and expiration date, is required whenever a payment is necessary to complete your order for a product or service or to create or renew your account. We use third-party payment processors for electronic transactions and do not collect or store payment-related information.

Non-Personal Information

We also collect non-personal information. Non-personal information is aggregated information and other information that does not permit direct association with any specific individual. We may collect, use and disclose non-personal information for any purpose except as prohibited by law. For example, we may collect information relating to your activities on our website, your use of our products and services and information you enter into certain fields within our products such as a zip code. If we combine your non-personal information with your personal information, we will treat the combined information as personal information.
Cookies and Other Technologies

Our website and some of our online products and services, email messages and advertisements may use cookies, log files and other technologies to collect information about your use of our website, products and services. We treat information collected by cookies, log files and other technologies as non-personal information, except when combined with personal information or as provided by law. We use cookies and other technologies to verify user information, to make your use of our website, products and services more convenient and to assist in understanding your use of our website, products and services. Most internet browsers are initially set to accept cookies. If you prefer, you may set your browser so that it refuses cookies or alerts you when cookies are being created on your hard drive. You should be aware that by not accepting cookies you may impair your ability to use certain portions of our website, products and services.

California Do Not Track Disclosures

Do Not Track is a privacy preference that users can set in their web browsers. When a user turns on the Do Not Track signal, the browser sends a message to websites requesting them not to track the user. We do not currently respond to Do Not Track browser settings or signals.

HOW WE USE INFORMATION

Personal Information

We use personal information in the following ways:

- **Providing the products and services**: Primarily, we store and use personal information to provide the products and services to you and to make our products and services easier for you to use by not making you enter personal information more than once.
- **Managing your account**: We will use your personal information to help manage your subscription, respond to your inquiries about the products and services, and to provide technical administration and support for you,
- **Product security**: We use your personal information to add security to our products by printing your name, and your broker’s name and address, on your transaction forms in zipForm®.
- **Processing your transactions**: We may also use your personal information to help you process your real estate transactions.
- **Sending you information**: We may use your personal information to send you important information regarding the products or services, changes to any terms, conditions or policies or other administrative information.
- **Marketing from us to you**: We may contact you to market or promote zipLogix™ or third party products or services we believe you will find useful.
- **Enhancing your experience of the products and services**: We store and use personal information to collect information about your zipLogix™ product and service usage for internal business purposes, including auditing and data analysis. This helps us determine how to best improve our products and services and what other products and services may be valuable or of interest to you.
- **Anonymized data**: We may aggregate or de-identify or otherwise anonymize your personal information. This process removes personally identifiable information to prevent the resulting
anonymized data from being associated with any particular individual or user. Anonymized data is treated as non-personal information under this Privacy Policy.

Non-Personal Information

We gather non-personal information to understand and analyze trends in your use of our website, products and services, to gather information about our user base and the real estate industry as a whole, to administer our website, products and services and to help us determine how to improve our products, services and advertising. We may store and use non-personal information to create, use, license and sell general analytic databases that may provide insight into subjects including, but not limited to, real estate market practices, industry trends and general economic conditions. We may also use this information in our marketing and advertising services, in our creation of new products and services and for our internal business purposes.

DISCLOSURE TO THIRD PARTIES

When you subscribe or otherwise give us personal information, we do not share that information with third parties without your permission, other than for the limited exceptions described below:

We occasionally hire other companies to provide services on our behalf, including development, testing, hosting, and answering customer questions about our products or services. We will provide to those companies only the personal information necessary to enable those companies to provide such services, and we prohibit them from using that information for any other purpose.

If you are using a multi-user edition of one of our products (such as zipForm® Broker or Team edition, your personal information may be shared with your broker, team leader, or other users as authorized by the primary owner of your multi-user edition. If your license to use our product or services was provided by a third party, such as the National Association of REALTORS®, we may share certain of your personal information with that third party for authentication purposes to confirm your right to use the product and prevent unauthorized usage of our products and services.

When you use our products or services, you may direct us to transmit your personal information to another service provider, such as a multiple listing service; when you direct us to transmit your information (such as by clicking “submit”) we will transmit only the information you instruct us to transmit and we cannot be held responsible for any errors you make in your instructions to us.

Additionally, if you have access to form libraries through your use of our products or services, your personal information may be provided to the third parties providing such form libraries, including, but not limited to, Associations of REALTORS®, multiple listing services and brokerages. We may also share your personal information with these third parties to prevent unauthorized usage of our products or services or unauthorized access to third party form libraries.

We may also provide your personal information, but not the non-public personal information you enter into zipLogix™ products and services related to your clients and customers, to our parent company and its subsidiaries to offer other products or services that may be valuable or interesting to you; we do not provide your personal information to other third parties for marketing purposes.

We will disclose personal information without notice only if required to do so by law or in the good faith belief that such action is necessary to protect and defend the rights or property of zipLogix™.
We may provide non-personal information to third parties for general analytic purposes related to real estate market practices, industry trends and general economic conditions. If we are involved in a merger or are acquired, then all or substantially all of our assets may be transferred to the acquirer. In such a transaction, user information including personal and non-personal information could be among the transferred assets. In such an event, you will be notified via a prominent notice on our website of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information. Your information will remain protected by this policy in accordance with its terms.

**ADVERTISEMENTS AND LINKS TO THIRD PARTY WEBSITES**

We may sell advertising space to third parties on our website or in our products and services, which is usually in the form of a graphic link to the Internet site of the advertiser (a “banner advertisement”). We may also provide links to third party websites through other methods. These linked sites are not under our control and we are not responsible for the privacy practices or the contents of any such linked website, or any link contained in any linked website and any personal information you provide will be collected by, and controlled by the privacy policy of, that third party. If you have concerns about the privacy practices of a third-party website to which we link, you should direct those concerns to the third party responsible for that website. PLEASE NOTE THAT THIS POLICY DOES NOT ADDRESS THE PRIVACY OR INFORMATION PRACTICES OF ANY THIRD PARTIES, INCLUDING, WITHOUT LIMITATION, OUR PARENT COMPANY OR ITS SUBSIDIARIES.

Third-party advertising on our website is pre-selected by us or our parent company or its subsidiaries. zipLogix™ does not employ behavioral advertising or otherwise allow third-party advertisers to track your activity or display advertising targeted to your browsing history or other online activities.

**SOCIAL MEDIA**

We maintain profiles on social media websites such as Facebook, Twitter and YouTube, and our website links to those social media profiles. When you interact with our profiles on social media, you will be governed by the terms of use and any information you submit will be covered by the privacy policy of that social media provider. We are not responsible for the privacy practices or content found on the website of these social media providers beyond our own profiles. We do not collect or use any data gathered from your interactions with our social media profiles.

**SECURITY OF YOUR PERSONAL INFORMATION**

For website security purposes and to ensure that our products and services remain available to all users, our servers employ industry-standard methods to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Unauthorized attempts to upload information or change information on our servers are strictly prohibited and may be punishable by law, including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act of 1996. We use technical and organizational security measures in order to protect the data we have under our control against loss, misuse, unauthorized access or disclosure, alteration, or destruction. Inside the company, data is stored in password-controlled servers with limited access. Although we take measures to safeguard against unauthorized disclosures of information, no transmission of data over the Internet is 100% secure so we cannot guarantee that information we collect or store will be protected from all unauthorized access or use.
You also have a significant role in protecting your information. Do not share your password or allow others to use your account. It is good practice for you to change your password regularly.

**USE OF THE SITE BY CHILDREN**

Our website, products and services are not directed to individuals under the age of thirteen (13), and we request that such individuals do not provide personal information through our website, products or services. We do not knowingly collect information from individuals under the age of thirteen (13) and if we learn that we have collected personal information from such an individual, we will delete that information promptly on becoming aware of such collection.

**CALIFORNIA RESIDENTS’ PRIVACY RIGHTS**

California law permits users who are California residents to request from us a disclosure that (1) identifies the categories of Personal Information that we share with our parent company, subsidiaries, or third parties for marketing purposes and (2) provides the names of those companies with whom we share such information. If you are a California resident and wish to obtain a copy of this disclosure, please mail a written request to zipLogix™ LLC, Attn: California Privacy Disclosure, 18070 15 Mile Road, Fraser, Michigan 48026.

**INTERNATIONAL USERS**

We do not intentionally collect information from users located outside the United States, Mexico or Canada. All information collected or stored by us is kept on servers located within the United States. If you are a user located outside the United States, when you enter your information, both personal and non-personal, into any of our products and services you consent to your information being transferred to and stored on servers located within the United States.

**REVIEW/CORRECTION OF YOUR PERSONAL INFORMATION**

We market and sell several products and services. Our products and services that collect and use personal information provide, where appropriate, a method that allows you to inspect whether your personal information is correct and current. To reduce the possibility that some subscribers may attempt to share their access to and use of our products and services with non-subscribers, some of your information - once it is entered - may not be directly changeable by you.

If you wish to review, correct or update any personal information about you collected through our website or through your use of our products and services, please click on SALES, or write to us at: zipLogix™ LLC, 18070 15 Mile Road, Fraser, Michigan 48026.

**DELETION PRACTICES**

If you choose to delete your account, or your account becomes inactive (for example when you do not renew your subscription), information associated with your account may remain stored on our servers for a period of time that can vary subject to our data retention policies and other legal obligations. Our data retention policies for different types of data are set forth in our Terms of Use, which can be found here.
OTHER TERMS

Your use of the zipLogix™ website and our products and services is governed by our Terms of Use, which can be found here.

We are committed to making our website and our products accessible for all our users. Our Website Accessibility statement can be found here.

OPT OUT

To opt out of having your personal information provided to our parent company, its subsidiaries or third parties for their direct marketing purposes, please click on OPT OUT, or write to us at: zipLogix™, LLC, 18070 15 Mile Road, Fraser, Michigan 48026, Attn: REFN Third Party Opt Out Request. We will process your request as quickly as possible. You may not opt out of receiving communications from us regarding administrative information for the products or services since this information may be important to your use of the products or services. Please note that if you opt-out as described above, we will not be able to remove personal information about you from the databases of third parties with which we have already shared personal information about you prior to processing your opt-out request. If you wish to cease receiving e-mails from third parties, please contact the third parties directly or utilize any opt-out mechanisms set forth in their respective privacy policies or e-mails to you.

CHANGES TO THIS STATEMENT

We reserve the right to alter this Statement as our business needs require. In the event we make any material changes to this Statement, we will notify you by updating the Statement’s effective date and indicating the previous effective date. As you use our website, products and services, we encourage you to periodically check back with this Statement for changes that we may make. Your continued use of our website and/or our products and services will constitute your agreement to any changes we make and if you do not agree with a change, please refrain from using our website and/or our products and services.

CONTACT INFORMATION

We welcome your comments regarding our website, our products and services and this Statement. To contact us, please click on SALES, or write to us at: zipLogix™, LLC, 18070 15 Mile Road, Fraser, Michigan 48026.
IMPORTANT INFORMATION FOR CALIFORNIA RESIDENTS

This section applies only to California residents. It describes how your Personal Information is collected, used and shared, and your rights with respect to that Personal Information. For purposes of this section, “Personal Information” has the meaning given in the California Consumer Privacy Act of 2018 (“CCPA”) but does not include information exempted from the scope of the CCPA.

Your California privacy rights. As a California resident, you have the rights listed below in connection with your Personal Information. However, these rights are not absolute, and in certain cases we may decline your request as permitted by law.

- **Information.** You can request the following information about the collection and use of your Personal Information during the past 12 months:
  - The categories of Personal Information that have been collected.
  - The categories of sources from which Personal Information was collected.
  - The business or commercial purpose for collecting and/or selling Personal Information.
  - The categories of third parties with whom Personal Information is shared.
  - Whether your Personal Information has been disclosed for a business purpose, and if so, the categories of Personal Information received by each category of third party recipient.
  - Whether your Personal Information has been sold, and if so, the categories of Personal Information received by each category of third party recipient.

- **Access.** You can request a copy of the Personal Information that has been collected about you during the past 12 months.

- **Deletion.** You can ask that your Personal Information be deleted.

- **Opt-out of sales.** You can opt-out of the “sale” of your Personal Information. In addition, if you direct that your Personal Information not be sold, this will also be considered to be a request pursuant to California’s “Shine the Light” law to stop sharing your personal information covered by that law with third parties for their direct marketing purposes.

- **Opt-in.** If we know that you are younger than 16 years old, we will ask for your permission (or if you are younger than 13 years old, your parent’s or guardian’s permission) to sell your Personal Information before we do so.

- **Nondiscrimination.** You are entitled to exercise the rights described above free from discrimination. This means that you will not be penalized for exercising your rights by taking actions, such as denying services; increasing the price/rate of services; decreasing service quality; or suggesting that you may be penalized as described above for exercising your rights.

How to exercise your rights

You may exercise your California privacy rights described above as follows:

- **Right to opt-out of the “sale” of your Personal Information.** We do not independently sell your Personal Information. However, in some cases, we provide your Personal Information to third parties as directed by an agent or broker in connection with a real estate transaction. The third parties who receive your Personal Information via these arrangements may use it solely to invite you to utilize services that are ancillary to a real estate transaction (such services to be referred to herein as “Ancillary Services”). Examples of Ancillary Services include, but are not limited to, escrow services and home inspection services. In some cases, we may be paid by providers of Ancillary Services. California law may classify these transfers of your personal information as “sales” of your Personal Information. As such, you can request to opt-out of this “sale” of your
personal information as described above here: Do Not Sell My Personal Information, or by calling 1-844-947-5644.

- **Right to information, access and deletion.** With respect to information collected by a third party who is a user of our products, you can request to exercise your information, access and deletion rights by contacting the person or entity who collected your personal Information, typically an agent or brokerage involved in a real estate transaction. They will pass your request on to us for appropriate action. That person will need to confirm your identity and California residency to process your requests to exercise your information, access or deletion rights. They cannot process your request if you do not provide us with sufficient detail to allow us to understand and respond to it.

### Collection of Personal Information

In most cases, we are a “Service Provider” under CCPA, because it is the users of our products who are collecting and using your Personal Information, and who “determine[] the purposes and means of the processing” of your Personal Information. Users of our products are typically agents and brokerages involved in real estate transactions. You should consult the privacy policy of the agent or brokerage who collected your Personal Information for information about what Personal Information they collect and the uses to which they put such personal information.