



# Privacy Policy

GoldConnect (“GC”) knows that you care about how your information is used and shared and takes your privacy seriously. Please read the following to learn more about our Privacy Policy.



## > What does this Privacy Policy cover?

This Privacy Policy applies to all GC-owned websites (“Web Site”), domains, services, and products (“GC Sites or Services”), except that a privacy policy or statement specific to a particular GC program, product or service may supersede or supplement this Privacy Policy.

This Privacy Policy describes how GC collects and uses the personal information you provide on or through the GC Sites or Services. It also describes the choices available to you regarding our use of your information and how you can access and update this information. This Privacy Policy does not apply to the practices of companies that GC does not own or control, or to individuals that GC does not employ or manage.

## > What personal information might GC collect from you?

Personal information is any information that personally identifies you or from which you could be identified. This may include your name, address, telephone number, email address and profession or occupation.

You may choose to give us personal information directly in a variety of situations. For example, when you:

- Place product or services orders with us;
- Create a user profile to access one of our online platforms or support portals;
- Make information requests or complaints;
- Sign up for or respond to marketing communications, surveys, newsletters or support communications;
- Submit credit applications, job applications and event registrations; or
- Visit or browse GC websites.

We may receive and process personal information on behalf of business customers. In such cases, GC will use such data only pursuant to our business customers' instructions and only for purposes consistent with providing them with the contracted services.

The types of personal information GC may collect include personal and business contact information, such as name, address, telephone number, email address and any other data you actively choose to provide. In some cases, your business contact data may be provided to GC by a designated entity within your business or enterprise (such as a member of your IT or procurement department). You may also provide financial information, such as your credit/debit card number or other billing information. Other unique information such as user IDs and passwords, product and service preferences, historical information on product and services purchases, contact preferences, educational and employment background, and job interest data may be provided to us as well. Certain of our products and services enable the automatic collection of unique identifiers and geo-location data such as your mobile device identifier, IP address, web logs, or physical location when you request location based services.

GC may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous or aggregated information about how users use our websites, products or services to identify trends and better understand users' behavior.

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## > **What about Cookies?**

GC and its partners may use cookies or similar technologies to analyze trends, administer the website, track users' movements around the website, and to gather demographic information about our user base as a whole. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our website or service.

We may partner with a third party to either display advertising on GC Sites or Services. Our third-party partner may use technologies such as cookies to gather information about your activities on this site and other sites to provide you advertising based upon your browsing activities and interests. If you wish to not have this information used for the purpose of serving you interest-based ads, you may opt-out by following the links provided within the applicable GC Sites or Services. Please note this would not opt you out of being served ads. You would continue to receive generic ads.

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## > **How might we use information collected from you?**

We want to give you and all of our users the best possible services and a positive user experience. We may use the information we collect from you in the following ways:

- To provide, maintain, tailor and improve the GC Sites or Services;
- To provide you with customer support and troubleshoot problems;
- To inform you about service updates and faults;
- To request feedback or participation in on-line surveys;
- To resolve disputes;
- To verify your identity;
- To customize, measure, and improve the GC Sites or Services;

- To organize and carry out GC's marketing or promotional activities. If you do not wish to receive these offers, please send us an email to unsubscribe or follow the unsubscribe link included in these emails;
- To protect GC, you and others that use GC's Sites or Services.

Where necessary, GC may also use information provided by you or your employer, together with information from publicly available and other online and offline sources, to conduct due diligence checks on business contacts as part of GC's anti-corruption and export compliance practices.

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## > Will GT share any of the information it receives?

We neither rent nor sell your information to anyone. We don't share your information with other organizations or individuals outside of GC, except as described below.

- With our affiliates and trusted business partners that cooperate with us to provide you our services or in collecting, storing or processing your information for us. We only provide them with the information they need to perform their specific obligations and we require them to do so based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures.
- When we have a good-faith belief that it is reasonably necessary to protect the rights or property of GT, our business partners, suppliers, clients, or others when we have reasonable grounds to believe that such rights or property have been or could be affected. In addition, we reserve the right to disclose your personal information as required by law and when we believe that disclosure is necessary to protect our rights, or the rights of others, or to comply with a judicial proceeding, court order, or legal process.
- With your permission.

We may share anonymous or aggregate data publicly and with our partners. For example, we may share information publicly to show trends about the general use of GC Sites or Services. Your information may be stored and processed in the United States or any other country in which GC, its affiliates, subsidiaries, or service providers maintain servers. As such, GC reserves the right to transfer your information outside of the country in which you live. By using our Web Site or our services you consent to any such transfer.

For strategic or other business reasons, GC may become involved in a sale, purchase, merger, or other reorganization of the business in whole or in part. Such a transaction may require disclosure of personal information to prospective or actual purchasers, or the receipt of such information from sellers. It is GC's practice to seek appropriate protection for information in these types of transactions.

The Web Site contains links to other sites. GC is not responsible for the privacy policies and/or practices on other sites. When linking to another site a user should read the privacy policy stated on that site. This Privacy Policy only governs information collected on the Web Site.

## > Information Security and Accuracy

GC intends to protect your personal information and to maintain its accuracy. GC implements reasonable physical, administrative and technical safeguards to help us protect your personal information from unauthorized access, use and disclosure. We also require that our suppliers protect such information from unauthorized access, use and disclosure.

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## > What other choices do I have?

As stated previously, you can always opt not to disclose information, even though it may be needed to take advantage of certain GC Sites or Services.

We will retain your information for as long as your account is active or as needed to provide you services and comply with our corporate policies and practices. If you wish to request that we no longer use your registration information to provide you services, contact us at the addresses listed below. Please note that some information may remain in our records after deletion of your account. We will retain and use your registration information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

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## > Changes to this Privacy Policy

GC may make changes to this Privacy Policy from time to time for any reason. Use of information we collect now is subject to the Privacy Policy in effect at the time such information is used. If we make any material changes or changes in the way we use information, we will notify you via e-mail or by posting an announcement on the Web Site prior to the change becoming effective.

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## > Questions or Concerns

In certain cases, you may have the ability to view or edit your personal information online. In the event your information is not accessible online, and you wish to obtain a copy of particular information you provided to GC, or if you become aware the information is incorrect and you would like us to correct it, please contact us.

Before GC is able to provide you with any information or correct any inaccuracies, however, we may ask you to verify your identity and to provide other details to help us to respond to your request. We will contact you within 30 days of your request.

If you have any questions or concerns regarding privacy at GC, please send us a detailed message at: **[marketing@goldconnect.com](mailto:marketing@goldconnect.com)**

**We will make every effort to resolve your concerns.**

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