



PRIVACY POLICY

Last Updated: December 2023

Cordance Operations LLC doing business as LabStats (“LabStats”, “we”, “us”, or “our”) operates the www.labstats.com website (the “Site”) and related LabStats service offerings. This Privacy Policy applies to the Site and service offerings and to any other website offered by us that reference or link to this Privacy Policy (collectively, the “Services”).

This Privacy Policy describes the types of information that we will collect or you may provide when you register with, access or use the Services. This Privacy Policy also describes our practices for collecting, using, disclosing, and maintaining such information.

This Privacy Policy does not alter the terms of any other agreement that you may have with us. Your use of the Services constitutes your acceptance of this Privacy Policy. **IF YOU DO NOT AGREE WITH OUR POLICIES AND PRACTICES, DO NOT DOWNLOAD, INSTALL, REGISTER WITH, ACCESS, OR USE THE SERVICES.** By downloading, installing, registering with, accessing, or using the Services, you agree to the terms and conditions of this Privacy Policy.

1. **Personal Information We Collect From You.** “Personal information” is data that can be used to uniquely identify or contact a single person. We collect this information for employees, consultants, contractors, and agents who are authorized by the higher education institution that subscribes to the Services to access and use the Services (“Authorized Users”) and for visitors who use the website to contact us about a free trial of the software.

Authorized Users. If you are using the Services as an employee of the company that subscribes to the Services, we collect your name and school email address. As an Authorized User, you can access the Services such as our platform for monitoring software and hardware usage in higher education. Through your account dashboard, you can access hardware usage reports, software usage reports, and any other Services your higher education institution may subscribe to. If you use our contact form to request customer support, we also collect your phone number and any other personal information you may choose to share with us.

Visitors. Even if you do not use the Services as an Authorized User to monitor software and hardware usage in a higher education institution or use other features of the Services, you may still provide us information. We may use links throughout the Services to provide you with the opportunity to contact us via email to ask questions, request information and materials, or schedule a free trial of the Services. You may also be offered the opportunity to have one of our agents or other representatives contact you personally to provide additional information about the Services. To do so, we may request additional personal information from you, such as your name, email address, phone number and any other personal information you may choose to share with us, to help us respond to your question or fulfill your request.

2. Information We Receive from Third Parties. We may receive information about you from third parties. We may combine the information we receive from these third parties with information we collect through the Services. In those cases, we will apply this Privacy Policy to any personal information received, unless we have disclosed otherwise. When you interact with us through various social media platforms, such as LinkedIn, we may receive information including your email address, location, and other biographical information, depending on your privacy settings. You should always review, and, if you prefer, adjust your privacy settings on third-party websites and services before linking or connecting them to the Services.

3. Automatic Data Collection; Technologies Used to Automatically Collect Information. Whenever you visit or interact with the Services, we, as well as our service providers, may use assorted technologies that automatically or passively collect information about how the Services are accessed and used. We refer to this information as “traffic data.” Traffic data may include browser type, device type used to access the Services (i.e., computer or mobile device), unique number assigned to identify such device, operating system, application version, click path taken through the Services, your use of features or applications on the Services, and other usage information. This information helps us manage, improve and customize the Services.

Technologies we use on the Services to collect traffic data, directly or through our service providers, may include cookies (data files placed on your computer or other devices used to access the Services), analytics software (e.g., Google Analytics) and pixel tags (transparent graphic image, sometimes called a web beacon or tracking beacon, placed on a web page or in an email, which indicates that a page or email has been viewed).

We may utilize a short-lived form of cookie when you visit the Services. A cookie is used to identify one unique visitor from another visitor during a particular session. A session is the period of active Services use while that unique visitor is linked to our server. We may use cookie technology during a session as a tool to carry forward your input information. This enables the visitor to input their information once and have the information appear later. A pixel tag may tell your browser to get content from another server. We, or our service providers, may place cookies or similar files on your computer or other devices used to access the Services for security purposes, to facilitate Services navigation and to personalize your experience while visiting the Services.

The Site also uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies” to help us analyze how users use the Site. The information generated by the cookie about your use of the Site (including your IP address) will be transmitted to and stored by Google. To learn more about Google Analytics and how you can opt out, visit <https://tools.google.com/dlpage/gaoptout>. By using the Site, you consent to the processing of data about you by Google.

To learn how you may be able to reduce the number of cookies you receive from us, or delete cookies that have already been installed in your browser’s cookie folder, please refer to your browser’s help menu or other instructions related to your browser. If you do disable or opt out of receiving cookies, please be aware that some features and services on the Services may not work as intended and you may not have access to all of the services and features we may offer.

4. How We Use Information We Collect. We collect and use your personal information for a variety of business purposes in connection with the provision of the Site and the Services to you. In particular, your personal information may be used by us, our employees and vendors for the following purposes:

- To respond to your questions or requests
- To provide the Services and the services that you request
- To communicate with you about the Services
- To manage and protect the Services
- To enforce our terms, conditions, and policies
- To improve the quality of the Services
- To customize the Services
- To provide you with information about the Services we offer (including details of any products which we believe may be of interest to you) in accordance with your preferences as indicated when you entered into any agreement with us, including any marketing consent preferences
- To comply with any legal or regulatory obligations (including in connection with a subpoena, warrant, or other court order)

5. How We Share with Others. We may share your personal information and other information we collect with affiliates or business partners that require access to your personal information for business purposes. We may disclose your personal information to third parties to protect the security and integrity of the Services, to correct technical problems and malfunctions on the Services, to technically process your information, to provide the Services or to take precautions against liability. We also may provide your personal information to services provider who provide services on our behalf, such as our third-party website developer, payment services provider, cloud service provider, or analytics provider. We may share your personal information to our service providers subject to obligations consistent with this Privacy Policy. If you request services via a mobile device, your request will be transmitted via your mobile carrier's network and your carrier may have access to it. Consult your carrier's privacy policy for additional information.

We reserve the right to transfer any information we have about you in connection with a sale, merger, consolidation, change in control, transfer of assets, reorganization, or liquidation of our business. We reserve the right to disclose any personal information as needed if that information is requested by law enforcement agencies or if we are required to do so by law, treaty, regulation, subpoena, court order, or by a government entity. We also may disclose your personal information to third parties if we have reason to believe that disclosing such information is necessary to conduct investigations of possible breaches of law, to cooperate in any legal investigation, or to identify, contact, or bring legal action against someone who may be violating any agreement with us.

6. Do-Not-Track Requests; Third-Party Tracking. Unless your browser settings are configured to make your online activities and information about your online activities (such as traffic data as described above) invisible to usage analytics tools, we do not presently have the capability to omit you from usage analytics to the extent your browser only sends us a "do not track" message and does not otherwise screen you from tracking without any action on our part. To

learn more about browser tracking signals and “Do Not Track”, please visit <http://allaboutdnt.org>. Third parties, other than our vendors (such as our website analytics provider), do not have authorization from us to track which websites you visited prior to and after visiting the Services. Please note, however, that we cannot control third-party tracking and there may be some third-party tracking that occurs without our knowledge or consent.

7. Security. We use reasonable precautions, including technical, administrative, and physical procedures, to protect personal information from loss, misuse, or alteration. Although guaranteed security does not exist on the Internet or offline, we make commercially reasonable efforts to handle such information consistent with this Privacy Policy and applicable laws. We operate our online Services via Microsoft’s Azure Cloud Services, which are fully compliant with the Family Education Rights and Privacy Act (FERPA), and several other independently verified regulatory requirements. Due to the design of the Internet and other factors outside our control, we cannot guarantee that communications between you and our servers will be free from unauthorized access by third parties.

8. Your Choices. You may contact us using the contact information provided at the end of this Privacy Policy. If you have any questions, or if you wish to update, correct, or amend your personal information. For individuals located in the European Economic Area or the United Kingdom, please also see “Your GDPR and UK GDPR Rights” below in Section 9. Please note that we may not be able to correct or update your personal information previously provided to us by third parties.

Opt-Out: If you receive any promotional e-mail communication from us, you will be given the option to “unsubscribe” from receiving further e-mail communications from us at any time. Your option not to receive promotional and marketing material will not preclude us from corresponding with you, by email or otherwise, regarding your existing or past business relationships with us, and will not preclude us from accessing and viewing your personal information in the course of maintaining and improving the Services.

Cookies: You can set your browser to refuse all or some cookies or alert you when cookies are being sent. If you disable or refuse cookies or block the use of other technologies, some parts of the Services may then be inaccessible or not function properly.

Location: You can choose whether or not to allow the App to collect and use real-time information about your device’s location through your device’s settings. You can manage these preferences when the App is first launched or at a later stage by using the settings on your mobile device. If you block the use of location information, some functionality on the App will be inaccessible and will not function properly. For example, if you do not allow the App access to your location on your phone, then you will not be able to use the map feature to get directions to the nearest available computer with the appropriate software.

9. Your GDPR and UK GDPR Rights.

If you are an individual in the European Economic Area or the United Kingdom, then this section applies to you.

Who Is the Data Controller? Cordance Operations LLC is the data controller for subscribers and

potential subscribers and visitors of the Services. If you are an employee or a student of one of our subscribers, then we are a data processor for the subscriber. View Section 15 (Contact Us) for contact details.

What Are Our Legal Bases for Processing? For each of the purposes of processing, we have set out the legal basis on which we use your personal information.

- To provide the Services and the services that you request – For our legitimate business interests (i.e., the provision of the Services) and, depending on the circumstances, to perform a contract between you and us
- To communicate with you about the Services and to respond to your questions or requests – For our legitimate business interests (i.e., the provision of the Services)
- To manage and protect the Services – For our legitimate business interests (i.e., the provision of the Services)
- To enforce our terms, conditions, and policies – For our legitimate business interests (i.e., the provision of the Services)
- To improve the quality of the Services – For our legitimate business interests (i.e., the provision of the Services)
- To customize the Services – For our legitimate business interests (i.e., the provision of the Services)
- To provide you with information about the Services we offer (including details of any products which we believe may be of interest to you) in accordance with your preferences as indicated when you entered into any agreement with us, including any marketing consent preferences – With your consent
- To comply with any legal or regulatory obligations (including in connection with a subpoena, warrant, or other court order) – For compliance with legal obligations to which we are subject

Where we rely on the legitimate interests of LabStats or those legitimate interests of a third party to justify the purposes for using your personal information, this will include the commercial interests of LabStats relating to improvement and development of our business operations and service offerings, or those of a third party; or protection of our business, employees, or those of a third party.

Categories of Recipients. View Section 5 (How We Share with Others) for the categories of recipients with whom we share personal information.

Data Retention. We will retain your personal information for as long as is necessary for purposes for which it was collected. The precise period will depend on the reason why it was collected. Those periods are also based on the requirements of applicable laws, applicable legal and regulatory requirements and periods relating to the commencement of legal actions.

Data Transfers. If we transfer personal information outside the European Economic Area or the United Kingdom, we will implement appropriate and suitable safeguards to ensure that such data will be protected as required by applicable data protection law. For further information as to the safeguards we implement please contact legal@labstats.com.

Your GDPR and UK GDPR Rights. The following is a summary of the data protection rights available to individuals in the European Economic Area and the United Kingdom in connection with their personal information. The rights may only apply in certain circumstances and are subject to certain exemptions. Please see the list below for a summary of your rights. You can

exercise these rights using the contact details at the end of this Privacy Policy (see Section 15 “Contact Us” below).

- Right of access to your personal information – You have the right to receive a copy of your personal information that we hold about you, subject to certain exemptions.
- Right to rectify your personal information – You have the right to ask us to correct your personal information that we hold where it is incorrect or incomplete.
- Right to erasure of your personal information – You have the right to ask that your personal information be deleted in certain circumstances. For example (i) where your personal information is no longer necessary in relation to the purposes for which they were collected or otherwise used; (ii) if you withdraw your consent and there is no other legal ground for which we rely on for the continued use of your personal information; (iii) if you object to the use of your personal information (as set out below); (iv) if we have used your personal information unlawfully; or (v) if your personal information needs to be erased to comply with a legal obligation.
- Right to restrict the use of your personal information – You have the right to suspend our use of your personal information in certain circumstances. For example (i) where you think your personal information is inaccurate and only for such period to enable us to verify the accuracy of your personal information; (ii) the use of your personal information is unlawful and you oppose the erasure of your personal information and request that it is suspended instead; (iii) we no longer need your personal information, but your personal information is required by you for the establishment, exercise, or defense of legal claims; or (iv) you have objected to the use of your personal information and we are verifying whether our grounds for the use of your personal information override your objection.
- Right to data portability – You have the right to obtain your personal information in a structured, commonly used and machine-readable format and for it to be transferred to another organization, where it is technically feasible. The right only applies where the use of your personal information is based on your consent or for the performance of a contract, and when the use of your personal information is carried out by automated (i.e. electronic) means.
- Right to object to the use of your personal information – You have the right to object to the use of your personal information in certain circumstances. For example (i) where you have grounds relating your particular situation and we use your personal information for our legitimate interests (or those of a third party); and (ii) if you object to the use of your personal information for direct marketing purposes.
- Right to withdraw consent – You have the right to withdraw your consent at any time where we rely on consent to use your personal information.
- Right to complain to the relevant data protection authority – You have the right to complain to the relevant data protection authority where you think we have not used your personal information in accordance with data protection law.

10. Third-Party Links. The Services may contain links to third-party websites that are not controlled by us. These links are made available to you as a convenience, and you agree to use these links at your own risk. Please be aware that we are not responsible for the privacy practices or content of such third party websites. This Privacy Policy only applies to information we collect from you while you are on the Services. If you navigate to a third-party website from

the Services, we strongly encourage you to review and become familiar with that third-party website's own privacy policy and statements. Use of third-party social networking websites, such as LinkedIn, are governed by the privacy policies and practices of those websites.

11. Children. The Services are not intended for use by children under the age of 18, and we do not knowingly collect personal information from such individuals. If we learn that we have collected the personal information of any such individual, we will take steps to delete the information as soon as possible.

12. Notice to Residents of Countries Outside the United States. We are headquartered in the United States and we will process your personal information in the United States. If you are located outside of the United States, be advised that any information you provide to us will be transferred to and stored in the United States and that, by submitting information to us, you explicitly authorize its transfer and storage within the United States.

13. Your California Privacy Rights. Pursuant to Section 1798.83 of the California Civil Code, residents of California have the right to request from a business with whom the California resident has an established business relationship what types of personal information, if any, the business shares with third parties for direct marketing purposes by such third parties and the identities of the third parties with whom the business has shared such information in the immediately preceding calendar year. We do not currently share any personal information with third parties for direct marketing purposes by such parties. If you have any questions, comments or requests related to this Section, please contact us by e-mail at legal@labstats.com.

14. Changes to Privacy Policy. We reserve the right to change or replace this Privacy Policy at our sole discretion at any time and we encourage you to review this Privacy Policy periodically. If we make material changes to this Privacy Policy, we will post the updated Privacy Policy on this page. Any changes to the Privacy Policy will become effective upon posting of the revised policy. Your continued use of the Services following the posting of changes constitutes your agreement to such changes.

15. Contact Us. If you have any questions about our Privacy Policy, please feel free to contact us using the following methods:

Mail: LabStats, 16 W Martin St, Raleigh, North Carolina 27601 United States
Phone: 1-208-473-2222