

Iterative Methods, LLC (dba Resolved Analytics) Privacy Policy

This Privacy Policy is effective September 25, 2018

About Resolved Analytics

We are a Computational Fluid Dynamics (CFD), Computational Solid Mechanics (FEA), and Multi-physics Simulation service provider to small and medium sized companies across a wide range of industries.

Privacy Policy

Iterative Methods, LLC (dba and referred to herein as “Resolved Analytics”) respects the privacy of visitors to our website at www.resolvedanalytics.com (the “Site”). This Privacy Policy outlines the information we will collect when you visit our Site and how we will use that information or information you otherwise provide to us. It also describes your rights and choices regarding use, access, and correction of personal information. By visiting or interacting with our Site, or otherwise providing your information to us, you acknowledge that we may collect, process, disclose and transfer such information in accordance with this Privacy Policy.

Resolved Analytics is located at 810 Vickers Ave., Durham, North Carolina, 27701, USA, and is the controller of the personal information subject to this Privacy Policy. If you have any questions about this Privacy Policy, please contact Loralee Bible at this mailing address or by email at loralie@resolvedanalytics.com.

Information We Collect or Receive

We collect certain personal information from visitors through their use of our Site. We only collect, use, share, store, or otherwise process your personal information when we have an appropriate basis. For example, we may process your personal information as necessary to provide services that are subject to terms you have accepted, such as our service agreements or with your consent. We may process your personal information when necessary to comply with legal obligations or for purposes of pursuing legitimate interests (such as providing our products and services, responding to your requests, improving the services and the Site, performing internal analytics, preventing fraud, enforcing legal claims, and security purposes) if doing so is consistent with your rights and appropriate to the context.

We generally collect or receive information in two ways: (1) you voluntarily provide information to us, such as by entering your information into the “Contact Us” form on the Site, and (2) we collect information automatically, such as through cookies. Each of these methods is described in more detail below.

1. Information You Provide

We collect personal information (i.e., information from which you can be identified), such as your name, company name, email or address when you voluntarily submit it to us through the Site, sign-up to receive newsletters or other communications from us, or otherwise disclose your information to Resolved Analytics.

2. Information Collected Automatically

We collect some information automatically when you visit our Site and typically aggregate such data in a statistical form rather than using it to identify individual users. Examples include cookies, web beacons, or logs that may collect the type of Internet browser or

computer operating system you are using, or the domain name of the website from which you linked to our Site. We use this information, which remains in aggregate form, to understand how our visitors use our Site so that we may improve the Site and the services we offer. If a combination of information we collect does identify you as an individual, we will treat the combined information as personally identifiable information. The following are examples of how we use information automatically collected through our Site:

Browser and Device Information: Certain information is collected by most browsers automatically through your device, such as your device type, operating system name and version, device manufacturer and model, and the Internet browser type and version. We use this information to ensure that the Site functions properly.

Cookies: When you view our Site, we may store some information on your computer. This information will be in the form of a “cookie” or similar file that collects information to help us improve our services and your experience when you visit our Site. With most Internet browsers, you can erase cookies, block cookies, or receive a warning before a cookie is stored. Please refer to your browser instructions or help screen to learn more about these functions. In some cases, blocking or disabling cookies may prevent you from using certain features of our Site. We do not permit third parties to use cookies to collect your information through our Site to track your activities over time and across different websites.

IP Addresses: An Internet Protocol (IP) address is a set of numbers automatically assigned to your computer whenever you log on to your Internet service provider or through your organization's local area network (LAN) or wide area network (WAN). Web servers automatically identify your computer by the IP address assigned to it during your session online. The IP address can be used to tell us your general location, such as city, state or country and company name.

Google Analytics: Our Site also uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies” to help analyze how visitors use our Site. The information generated by the cookie about your use of Site (including your IP address) will be transmitted to and stored by Google on servers in the United States in aggregate form. Google will use this aggregated information, on behalf of Resolved Analytics, for the purpose of evaluating your use of our Site, compiling reports on Site activity and providing us with other services relating to our Site activity and Internet usage. To learn more about Google Analytics and how you can opt out, visit <https://tools.google.com/dlpage/gaoptout>.

Lead Forensics: Our Site uses Lead Forensics to track public IP addresses of visitors to our Site and match them to the organization registered to that IP address and record activities undertaken by the visitors on our Site. Only corporate / company information is held in the Lead Forensics database, and Lead Forensics does not provide individual, personal, or sensitive data. We may use this corporate /company data to contact the business about their experience or for marketing purposes. We will not share this data with third parties. More information can be found at <https://www.leadforensics.com/privacy-policy/>.

Targeted Advertising: Our Site also uses Google Adwords, Microsoft Bing Ads and Yahoo Gemini Ads re-marketing services to advertise on third-party websites to previous visitors on our Site. This could be in the form of an advertisement on a search results

page. These third-party vendors, including Google, Microsoft, and Yahoo, use cookies to serve personalized ads based on a user's past visits to www.resolvedanalytics.com or based on keywords searched. Any data we collect will be used in accordance with this Privacy Policy and the Google, Microsoft, or Yahoo's privacy policies, as applicable. To opt-out of re-marketing from Google, please change your ad settings by visiting <https://myaccount.google.com/privacy#ads>. To opt out of Microsoft Bing Ads, please visit <https://advertise.bingads.microsoft.com/en-us/resources/policies/opt-out-of-the-bing-ads-optimization-program>. To opt out of Yahoo Gemini ads, please visit <https://aim.yahoo.com/aim/us/en/optout/>. You can also limit interest-based advertising by opting out at www.aboutads.info/choices/ or www.networkadvertising.org/choices/.

How We Use or Share Information

As a general matter, we use your personal information to provide our services or to respond to your requests. We will not sell or rent your personally identifiable information to any third party unless we have your permission or are required by law to do so. For our legitimate interests, consistent with your rights and preferences, we may also use or share your information to:

- Personalize your experience, store your preferences, and provide user-experience features of our Site and to operate our business and provide our services.
- Respond to your questions/requests, communicate with you, provide you with newsletters or other updates and information related to our products and services we think may be of interest to you.
- Engage with select third-party business partners who provide us with support services in connection with our Site or business operations. Such parties may, from time to time, have access to your information to enable them to provide those services. All business partners are contractually required to meet the same standards of data protection as Resolved Analytics and are prohibited from using the information for other purposes or for their own marketing activities.
- Manage and customize promotional offers and advertisements we think may be of interest to you and to conduct data analysis and related activities to help operate our business.
- Protect safety when we have reason to believe that disclosing the information is necessary to identify, contact or bring legal action against someone who may be causing injury to you, or otherwise injuring or interfering with our rights, property or operations, other users of our Site, or anyone else who could be harmed by such activities.
- Comply with legal obligations, such as when required by law, or in response to any demand by law enforcement authorities in connection with a criminal investigation, or civil or administrative authorities in connection with a pending civil case or administrative investigation.
- Maintain the security of our Site and services, resolve or troubleshoot technical issues.

We also reserve the right to transfer information about our users in the event we sell or transfer all or substantially all our business or assets, whether through a merger, stock sale, asset sale, bankruptcy, reorganization or similar transaction, in which case your personal information may be transferred to the party that acquires control of our business as a result of that change-of-control transaction.

Information from Users Outside the U.S.

Our Site is hosted and operated entirely in the United States (U.S.) and is subject to U.S. law. Any personal information that you provide to Resolved Analytics is being transferred to us for use solely in the

U.S. and will be hosted on servers in the U.S. By using our Site, you acknowledge and understand that your information will be transferred to the U.S. If you are accessing our Site from outside the U.S., please be advised that U.S. law may not offer the same privacy protections as the laws of the jurisdiction in which you are located.

Data Retention

We store personal information for as long as we reasonably need it to fulfill the purposes for which it was collected. We will also retain your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Securing Information

We maintain reasonable and appropriate physical, administrative, and technical safeguards designed to help safeguard information we collect or receive through our Site.

“Do Not Track Signals”

Our Site does not currently respond to “Do Not Track” signals.

Links to Other Websites and Services

Our Site includes links to other websites or services such as social media features like Twitter and LinkedIn. These other websites or social media platforms may collect your IP address, which page you are visiting on our Website, and may set a cookie to enable the feature to function properly. We are not responsible for the practices employed by websites or services linked to or from our Site, including the information or content contained therein. Please remember that when you use a link to go from our Site to another website, our Privacy Policy does not apply, and we do not have any control over those third-party websites or services. Your browsing and interaction on any third-party website or service are subject to that third party’s rules and privacy policies.

Children’s Privacy

Our Site is not directed to children (or anyone under age 18). We do not knowingly or intentionally collect information from children. If you are a parent or guardian and you believe your child has provided us with information, please contact us using the contact information provided below and we will delete such information from our systems.

Your Rights and Choices

You can choose not to give us personally identifiable information we request, but in some cases, we will not be able to provide the service or respond to your request. You may also contact us at info@resolvedanalytics.com to exercise any of your rights and choices, which include the following:

- You may contact us to access personal information we maintain about you or to correct or amend such information if you believe it is incorrect or incomplete.
- You can opt-out of receiving emails from us, including newsletters or promotional messages, by unsubscribing via the “Unsubscribe” link included in our email communications.
- You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of some of the features on our Site.

In addition to the rights and choices noted above, if you are located in the European Economic Area (“EEA”) or Switzerland, you have additional rights, including:

- You can object to our processing of your information.
- You can ask us to erase your information when: it is no longer needed to fulfill the purpose for which it was collected, you withdraw your consent (when applicable), we have not properly collected or used your information, information was inadvertently collected about a child, or when we have a legal obligation to erase your information.
- You can ask us to restrict the processing of your information in certain circumstances, including when you feel the information is inaccurate or you have objected to the processing.
- You can ask us to transfer electronic information that you provided to us to you or another organization.
- You can also lodge a complaint with an EEA or Swiss supervisory authority, as applicable.

Changes to this Privacy Policy

This Privacy Policy may be updated or changed in accordance with new laws, procedures or for reasons deemed necessary by Resolved Analytics. We encourage you to periodically review this Privacy Policy to stay informed about our most current privacy practices related to information we collect. Any updates to this Privacy Policy will be posted on our Site and we will indicate at the top of this Privacy Policy when it was last updated.

Contact Us

If you have any questions or comments about this Privacy Policy, or if you would like to exercise one of your rights under this Privacy Policy, you may contact us by email at loralie@resolvedanalytics.com or by written letter to: Iterative Methods, LLC (dba Resolved Analytics), 810 Vickers Ave., Durham, North Carolina, 27701, USA Attn: Loralie Bible.

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