

# Privacy Statement

**Issued by Terrano, LLC ("Terrano")**

Your privacy is important to us. We developed this Privacy Statement so you know how we collect, use, disclose, transfer and store your information. Please read through this Privacy Statement to familiarize yourself with our privacy practices. If you have any questions, please let us know by emailing us at [webmaster@terrano.com](mailto:webmaster@terrano.com)

This Privacy Statement describes the treatment of information Terrano collects on the websites where this Privacy Statement is posted.

## 1. COLLECTION AND USE OF INFORMATION

### A. Personal Information

"Personal Information" is information that identifies you as an individual. When you create an account on a Terrano website, register your products, purchase a map update or product on a Terrano website, sign up for a newsletter, participate in promotional activities, or contact our product support personnel, we may collect a variety of Personal Information, which depending on the circumstances may include your name, mailing address, phone number, email address, and payment card information. We may use Personal Information about you for the following purposes:

- i. **Communications** We may communicate with you, such as to provide you with the products and services you request, to communicate with you about your account or transactions with us, to give you important information about your products or applications, and (consistent with applicable laws and the choices available to you as described in Paragraph 6 below) send you offers and promotions for our products and applications.
- ii. **Customer Support** When you interact with our customer support representatives via email, telephone or in person, we may collect Personal Information relevant to the situation, such as your name, mailing address, phone number, email address and contact preferences; information about the Terrano products you own, such as their serial numbers, date of purchase and (if applicable) event logs that are useful in diagnosing product or application performance related issues; and information relating to a support or service issue. We use this information to provide you with customer and product support.
- iii. **Purchases** If you provide your payment card information on a Terrano website or directly on your Terrano product, then Terrano will use your payment card information and related payment and account information, as well as your name and mailing

address if applicable, for the purpose of filling your purchases or collecting payment of recurring fees, if applicable.

- iv. **Promotions** If you enter into a sweepstakes, contest or similar promotion, we may use the information you provide to administer those promotions. To the extent that the terms and conditions of any such promotion regarding the treatment of Personal Information about you conflict with this Privacy Statement, the terms and conditions of the promotion will control.
- v. **Information Posted by Visitors** Terrano may make available through certain of our sites' services (for example, message boards, forums, chat functionality and blogs, among other services) to which you are able to post information and materials. Please note that any information you disclose through such services or otherwise on our sites may become public information, and may be available to visitors to the sites and to the general public. We urge you to exercise discretion and caution when deciding to disclose Personal Information, or any other information, on our sites. WE ARE NOT RESPONSIBLE FOR THE USE OF ANY PERSONAL INFORMATION YOU VOLUNTARILY DISCLOSE THROUGH THE SITES.

## B. Other Information

"Other Information" is any information that does not reveal your specific identity or does not directly relate to an individual, such as: browser and device information, app usage data, information collected through cookies, pixel tags and other technologies, demographic information and other information provided by you, and aggregated information. Please note we may use and disclose Other Information for any purpose, except where we are required to do otherwise under applicable law. If we are required to treat Other Information as Personal information under applicable law, then we may use it as described in "Personal information" section above, as well as for all the purposes for which we use and disclose Personal information. In some instances, we may combine Other Information with Personal Information. If we combine any Other Information with Personal Information, the combined information will be treated by us as Personal Information as long as it is combined.

- i. **Server Log Information** We and our service providers use server log information for purposes such as calculating site usage levels, helping diagnose problems with Terrano's servers and administering Terrano's websites. These server logs may include information such as your Internet Protocol (IP) address, browser type, browser language, the date and time of your request, the time(s) of your visit(s) and the web page(s) that you visited. Collecting IP addresses is standard practice on the Internet

and is done automatically by many web sites. Please note that we treat IP Addresses, server log files, and related information as Other Information, except where we are required to do otherwise under applicable laws.

- ii. **Cookies and Other Technology** We may use cookies, pixel tags, web beacons, clear GIF's or other similar tools on our websites or in our email messages. These technologies help Terrano keep track of your movements within our sites, measure the effectiveness of advertisements, and compile aggregate statistics about site usage and response rates. They also help you to more smoothly navigate our websites. In addition, Terrano uses Google Analytics™ as a method of tracking site statistics and user behavior on many of our sites. We may also engage one or more third party service providers to serve online advertisements on our behalf. They may use a pixel tag to collect anonymous information about your visits to sites, and they may use that information to target advertisements for goods and services. This information is collected anonymously, in a manner that does not personally identify you.

If you do not want information collected through the use of these technologies there is a simple procedure in most browsers that allows you to automatically decline many of these technologies, or to be given the choice of declining or accepting them. In addition, if you reside in a jurisdiction that requires us to obtain your consent to use these technologies on our sites then you will have an opportunity to manage your cookie preferences on the sites; except that certain cookies are required to enable core site functionality and you cannot choose to disable those cookies.

We may use locally stored objects, also known as Flash cookies, in certain situations where we use the Adobe Flash Player to provide special content such as videos or video clips. Flash uses this technology to remember settings, preferences and usage similar to browser cookies but Flash cookies are not managed through your web browser.

**Social Media Features and Widgets** Certain of our sites may include social media features, such as the Facebook® Like button and widgets, (interactive mini-programs that run on sites). These features may collect your IP address, which page you are visiting on our site, and they might set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our sites. Your interactions with these features are governed by the privacy statement of the company providing the feature. Please note that we are not responsible for the collection, usage and disclosure policies and practices (including the data security practices) of other organizations, such as Facebook, Apple®, Google®, Microsoft®, RIM® or any other app, social media platform or wireless service provider.

- iii. **Framing** Some of our webpages may utilize framing and/or masking techniques to serve content from our partners while preserving the look and feel of our sites.
- iv. **Use of Apps** When you download and use apps, we and our service providers may track and collect app usage data, such as the date and time the app on your device accesses our servers and what information and files have been downloaded to the app based on your device number.
- v. **Single Sign-on** You can log in to certain parts of our sites using sign-in services, such as Facebook® Connect or an Open ID provider. These services will authenticate your identity and provide you the option to share certain personal information such as your name and email address to pre-populate the registration or log-in form. Services like Facebook® Connect give you the option to post information about your activities on certain parts of our sites to your profile page to share with others within your network.

## 2. DISCLOSURE OF INFORMATION

### A. Affiliated Entities

We may share information that you provide to Terrano with our affiliates worldwide for the purposes described in this Privacy Statement. Our affiliates are required to protect Personal Information about you in a manner consistent with this Privacy Statement. Terrano™ LLC. is the party responsible for managing jointly used Personal Information.

### B. Service Providers

We may use third party service providers to help us operate our business and websites or administer activities on our behalf, such as fulfilling purchases, processing payment card payments and shipping products to you. We may share Personal Information about you, including payment card information, with these third parties to enable them to perform the services.

### C. Other Disclosures

We may disclose Personal Information about you to others if we have your consent to do so in such form of consent as may be required under applicable law. We may also disclose Personal Information about you to others as we believe to be necessary or appropriate: (a) under applicable law or regulation, including laws or regulations outside your country of residence; (b) to comply with legal process; (c) to respond to requests from public authorities and law enforcement officials, including officials outside your country of residence; (d) to assist or support theft investigations involving Terrano products or property, (e) to enforce any of our terms and conditions or policies;

(f) to protect our operations or those of any of our affiliates and subsidiaries; (g) to protect the rights, privacy, safety or property of Terrano, its affiliates and subsidiaries, you, or others; or (h) to permit us to pursue available remedies or limit the damages that we may sustain.

## D. Assignment

We may transfer information to an affiliate, a subsidiary, or a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of Terrano's business, assets, or stock, including, without limitation, in connection with any bankruptcy or similar proceeding.

## 4. LINKS, THIRD PARTY APPLICATIONS, AND THIRD PARTIES' PRIVACY PRACTICES

Our websites, applications and products may contain links to other sites that are not operated by Terrano, and our websites or your product may contain applications that you can download from third parties. These linked sites, services, and applications are not under Terrano's control and we are not responsible for the privacy practices or the content of any linked sites, services, and applications. If you provide any Personal Information through any third-party sites, services, or applications, your transaction will occur on the third party's site, service, and/or application and the information you provide will be collected by, and controlled by, the privacy statement of that third party. TERRANO IS NOT RESPONSIBLE FOR THE PRIVACY PRACTICES OR THE CONTENT OF THIRD-PARTY WEB SITES OR THIRD-PARTY APPLICATIONS. We recommend you review the privacy statement of any third parties.

## 5. SECURITY

Terrano takes reasonable security measures to help protect against loss, misuse, unauthorized access, and unauthorized disclosure or alteration of the Personal Information under its control. On some of our sites you can create an account to participate or secure additional benefits. The transmission of information you provide to Terrano during the registration processes is encrypted using secure socket layer technology (SSL). If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us of the problem by contacting us in accordance with Paragraph 9 below.

## **6. YOUR CHOICES REGARDING MARKETING CORRESPONDENCE**

We will not share your Personal Information with third parties (other than our affiliates) for the third parties' marketing purposes unless you opt-in if and when we give you the opportunity to do so. We and our affiliates may use your Personal Information to send you marketing-related correspondence (including emails) related to Terrano products or applications unless you opt-out of receiving them. To opt out of receiving marketing-related correspondence from Terrano and our affiliates, or to withdraw your previously given consent for us to share Personal Information about you with third parties for the third parties' marketing purposes, please email us at [webmaster@terrano.com](mailto:webmaster@terrano.com). Please tell us whether you are opting out of receiving marketing-related correspondence from Terrano and our affiliates and/or withdrawing your previously given consent to share Personal Information about you with third parties for their marketing purposes.

## **7. UPDATES TO THIS PRIVACY STATEMENT**

We may change this Privacy Statement from time to time as we add new products and applications, as we improve our current offerings, and as technologies and laws change. You can determine when this Privacy Statement was last revised by referring to the "LAST UPDATED" legend at the top of this page. Any changes will become effective upon our posting of the revised Privacy Statement on our affected websites. We will provide notice to you if these changes are material and, where required by applicable law, we will obtain your consent. This notice may be provided by email, by posting notice of the changes on our affected websites or by other means prior to the change becoming effective, consistent with applicable laws.

## **8. RETENTION OF PERSONAL INFORMATION**

We will retain your Personal Information for the period necessary to fulfill the purposes outlined in this Privacy Statement unless a longer retention period is required or permitted by law.

## **9. DATA INTEGRITY**

Terrano takes reasonable steps to ensure that the Personal Information we collect from you is accurate, complete, and current. You may request access and request that erroneous or inaccurate Personal Information be updated. You may also request that your Personal Information be deleted. Consistent with applicable law, Terrano will respond promptly to your requests and in any event within 30 days. For your protection, we may only implement requests with respect to the Personal Information associated

with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We may decline to process requests that jeopardize the privacy of others, are extremely impractical, or would cause us to take any action that is not permissible under applicable laws. Please note that we may need to retain certain information for recordkeeping purposes, and there may also be residual information that will remain in our databases and other records, which will not be removed.

Access, correction or deletion requests can be made as follows:

**Email:** [webmaster@terranosystems.com](mailto:webmaster@terranosystems.com)