

Privacy Policy

Last Updated: November 29, 2023

Image Solutions, Inc. and our affiliates and subsidiaries (“Image Solutions,” “we,” “us,” or “our”) are committed to protecting your privacy. The Privacy Policy describes how we collect, use, disclose and otherwise process the information we collect about you when you:

- Visit our main website (www.imageinc.com), its subdomains, and all other websites that Image Solutions owns or controls and link to this Privacy Policy (collectively, the “Sites”);
- Communicate with us by email, telephone, mail, facsimile, or in person at events;
- Sign up to receive email, mail, or other communications from us; or
- Otherwise provide Personal Information (as defined below) to us, whether offline or online in the context of our relationship with you.

Please read this Privacy Policy carefully before using the Sites or submitting your information to us. If you are our vendor, supplier, contractor, employee, or job applicant, this Privacy Policy does not apply to information we collect about you in the context of those relationships with us, and to the extent required by law, our privacy practices are set out in our agreement with you, personnel notices, or job postings, as applicable.

[What Information We Collect](#)

“**Personal Information**” is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with you or your household.

We may collect the following types of Personal Information about you:

- **Identifiers**, such as your name, your place of business, job title, postal address, email address, telephone number, mailing or shipping address, and any personal or business contact information you voluntarily provide to Image Solutions;
- **Professional information**, such as your employer, occupation, and professional accomplishments;
- **Internet or other electronic network activity information**, including information we automatically receive about the devices you use to access the Sites or use our services, your IP address, the type of Internet browser used to visit the Sites, how you interact with the Sites and our services (including the areas of the Sites you visited and the actions you performed on the Sites), and information we collect using cookies and other tracking technologies as described in the “Cookies” section below;
- **Geolocation data**, such as the city, state, and zip code associate with your IP address;

- **Inferences**, drawn from any of the information we collect, such as products and services you might be interested in;
- **Other information you choose to provide**, such as when you participate in a survey, contest, promotion, request customer support, submit comments or questions regarding our products and services, or otherwise communicate with Image Solutions.

[How We Collect Your Personal Information](#)

We collect your Personal Information from the following sources:

- **You**, such as when you visit the Sites; order our products; communicate with us online or offline; sign up to receive email, newsletters, or other communications from us; or otherwise voluntarily provide Personal Information to us. When we request your Personal Information, you do not have to provide it, but if you choose not to, we may not be able to provide you with all of our products and services.
- **Tracking technologies and other automated sources**, such as cookies and other tracking technologies when you visit our Sites and use our services.
- **Third parties**, such as your employer, friends or other references, business partners, social and other third parties with whom we interact.
- **Publicly available sources**, such as profiles on websites.

[How We Use Your Personal Information](#)

We may use Personal Information as outlined below:

- **Provide you with products and services.** We may use your Personal Information to provide you with products and services, including to process and fulfill your orders; send you invoices; administer and maintain your customer account; operate contests, sweepstakes and other promotions; and send you communications related to your orders and our products and services.
- **Build and maintain our customer relationships, including through marketing.** We may use your Personal Information to improve your experience with our products and services, send you marketing messages about products or services that may be of interest to you, send you informational newsletters, provide you with customer service, and showcase our products to you at events. We may also draw inferences from the Personal Information you provide to us, such as information about your preferences, characteristics, and interest in our products and services.
- **Improve the Sites and our product and service offerings.** We may use your Personal Information to understand who is visiting the Sites, using our services, and purchasing our products, perform market research and analysis, analyze how the Sites or our services are being used and accessed, improve the functionality of the Sites and your user experience, conduct quality assurance

activities, perform internal business reviews, and develop new product offerings and services.

- **Maintain the security of the Sites and our services.** We may use your Personal Information to maintain the security and integrity of the Sites and our services, detect security incidents, protect the Sites and our services against fraudulent and illegal activity, and enforce our terms of use.
- **Comply with our legal obligations and respond to legal proceedings.** We may use your Personal Information to comply with our legal obligations, including maintaining records of our compliance with federal and state law requirements. We may also use your Personal Information to establish, exercise, or defend legal claims.
- **In connection with a corporate transaction,** such a merger, sale, acquisition, divestiture, restructuring, reorganization, dissolution, bankruptcy, or other change of ownership or control (whether in whole or in part).

[How We Disclose Your Personal Information](#)

We may disclose your Personal Information as outlined below:

- **To our business partners.** We may disclose your name and contact information (such as email address) to our business partners, including our product manufacturers and vendors, so that they can provide products and services to us.
- **To our suppliers and other service providers.** We may disclose your Personal Information in general to our suppliers, service providers, and vendors that perform tasks on our behalf, such as order and payment processing, order fulfillment and production, order shipping and delivery, invoicing or billing activities, data processing and storage, data security, marketing activities, and operating and maintaining the Sites and our services.
- **To advertisers and advertising networks.** We may disclose your Site usage information to our advertisers and advertising networks. These third parties may combine information they receive from us with information they receive directly from you or from other third parties. They may use the information for their own business purposes, such as improving their own services or products.
- **To public and governmental authorities.** We may disclose your Personal Information in general to entities that regulate or have jurisdiction over Image Solutions, such as regulatory authorities, law enforcement, public bodies, and judicial bodies.
- **To other third parties, as reasonably necessary.** We may disclose your Personal Information in general:
 - In relation to a merger, sale, acquisition, divestiture, restructuring, reorganization, dissolution, bankruptcy, or other change of ownership or control (whether in whole or in part);
 - To: (1) comply with laws applicable to Image Solutions, a request from law enforcement, a request from a regulatory agency, or other legal process; (2) protect the legitimate rights, privacy, property, interests or

- safety of Image Solutions, our customers, business partners, personnel, or the general public; (3) pursue available remedies or limit damages;
- (4) enforce our terms of use; or (5) respond to an emergency; and
- To comply with your request.

Retention of Information

As a general matter, we will retain your Personal Information for as long as it is necessary to fulfill the purposes for which we collected it, to satisfy legal and regulatory requirements, or as required or permitted by applicable law. To determine the length of time for which we will retain Personal Information, we will consider the volume and sensitivity of the Personal Information, the risk of harm to people like you, the purposes for which we collect and use the Personal Information, and applicable legal and regulatory requirements.

In certain circumstances, we may anonymize your Personal Information so that it can no longer be associated with you. We may use such anonymized information for various business purposes, including analytics and research, and may retain it indefinitely without further notice to you.

Cookies

Cookies. We may send cookies, which are small pieces of data, to your web browser to facilitate your use of the Sites. Cookies help us deliver content specific to your interests and permit our servers to recall information from your prior visits to the Sites. We may use information collected from cookies in conjunction with other information we have collected from you. We do not, however, use cookies to access information on your computer or device. You can choose whether to accept cookies by adjusting the settings of your browser. If your browser is set to reject cookies, you may still enter the Sites, but you may not have full access to all areas within the Sites. You may also choose to reject certain cookies by clicking the “Do Not Sell or Share My Personal Information” or “Manage Privacy Preferences” link in the Site footer where applicable.

Web Analytics and Advertising Services Provided by Others

We may use web analytics providers to understand how visitors engage with our Sites and services, determine the popularity of certain content, and learn about your preferences with respect to the Sites. For example, we use Google Analytics, which employs cookies to analyze how visitors use and interact with the Sites. For more information on how Google Analytics uses your information and your choices with respect to that information, please review the [Google Analytics Terms of Service](#), the [Google Privacy Policy](#), and [Google Analytics Support](#).

We may also engage and work with service providers and other third parties to serve advertisements on the Sites and/or on third-party services. Some of these ads may be tailored to your interests based on your browsing of the Sites and elsewhere on the Internet, which is sometimes referred to as “interest-based advertising” and “online behavioral advertising” and may include sending you an ad on a third-party

service after you have left the Sites. These web analytics and advertising service providers may use cookies and other tracking technologies to collect information about your use of the Sites and other websites, including your IP address, web browser, pages viewed, time spent on pages, links clicked, and conversion information.

[Do Not Track](#)

Some web browsers incorporate a Do Not Track (“DNT”) or similar feature that signals to websites that a user does not want to have his or her online activity and behavior tracked. If a website that responds to a particular DNT signal receives the DNT signal, then the browser can block that website from collecting certain information about the browser’s user. Not all browsers offer a DNT option, and DNT signals are not yet uniform. For this reason, many digital service operators, including Image Solutions with respect to most of the Sites, do not recognize or respond to DNT signals. To learn more about DNT signals, you may wish to visit <http://www.allaboutdnt.com/>.

[Your Choices](#)

Opt Out from Emails and Other Communications

If you no longer wish to receive marketing emails or other marketing communications from Image Solutions, you may unsubscribe at any time by clicking the “unsubscribe” link in the emails you receive from us or by contacting us using the information below in the “Contact Us” section. Please note that even if you opt out of receiving marketing communications from us, we may continue to send you non-promotional communications regarding your order, your account, other transactions with us, or notices consistent with our legal rights and obligations.

Opt Out of Cookies and Other Tracking Technologies

Regular cookies generally may be disabled or removed using tools available as part of most commercial browsers, and in some instances blocked in the future by selecting certain settings. Browsers offer different functionalities and options, so you may need to change their settings separately. In addition, tools from commercial browsers may not be effective with respect to HTML5 cookies or other tracking technologies.

Please be aware that if you disable or remove these technologies, some parts of our Sites may not work, and when you revisit the Sites, your ability to limit browser-based tracking technologies is subject to your browser settings and limitations.

Opt Out of Analytics and Interest-Based Advertising

For more information about interest-based ads, or to opt out of having your web browsing information used for behavioral advertising purposes, please visit the Digital Advertising Alliance at <https://www.aboutads.info/choices> or the Network Advertising Initiative at <https://www.networkadvertising.org/choices>. You may also

exercise choices regarding the use of cookies from Google Analytics by visiting this [page](#) or downloading the [Google Analytics Opt-Out Browser Add-On](#).

[Third Parties](#)

The Sites and other materials may contain references and/or links to third-party websites and services. We are not responsible for any third party's data collection or privacy practices, and we have no control over what information third parties track or collect. Any access to and use of such linked websites is not governed by this Privacy Policy but instead is governed by the respective privacy policies of those third-party websites. We encourage you to review the privacy policies posted on those third-party websites for further information.

[Security](#)

We use commercially reasonable measures to safeguard Personal Information that you have disclosed to us, but absolute security cannot be guaranteed. It is important for you to protect against unauthorized access to your account access information and to your computer. We urge you to keep your account log-in information in a safe place and not to divulge it to anyone. We will endeavor to notify you in the event we become aware of a breach of the security of your Personal Information stored by or for us. However, we shall not be liable for any breach of the security of your Personal Information resulting from your own acts or omissions.

We use one or more secure servers for the Site. By "secure," we mean that the Site uses the Security Assertion Markup Language (SAML) authentication and Electronic Data Interchange integration. Please note, however, that your browser, not our web servers, ultimately determines the exact level of encryption. You may not be able to interact online if your browser does not support these measures or if you are accessing the Internet from behind a firewall.

[Children's Privacy](#)

We do not knowingly collect Personal Information from individuals under the age of 18. If we discover that any registration, transaction, or other submission of personal information is made by an individual under the age of 18, we will take reasonable steps to immediately and permanently delete and remove such information, with or without notice.

[International Users](#)

If you are visiting the Sites from outside the United States, please be aware that the information we collect may be transferred to, processed, and stored on our servers in the United States in accordance with this Privacy Policy and applicable law. The data protection laws and regulations applicable to your Personal Information that is transferred to the United States may be different from the laws in your country of residence.

[Changes to this Notice](#)

We reserve the right to amend this Privacy Policy at any time. We will inform you of any material changes to this Privacy Policy by posting a notice on the Sites. If you are on our email list or if you have an account on the Sites, we may also notify you of such material changes via email or the account. If you object to any modification, your sole recourse is to notify us that you do not agree and to stop using the Sites and providing us with your Personal Information.

[Contact Us](#)

If you have any questions about this Privacy Policy or wish to exercise any rights with respect to your Personal Information, you may contact us at:

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