

VSP Labs, Inc. Privacy Notice

Effective Date: January 2017

1. Scope of this Privacy Notice

This Privacy Notice covers the information collection, use, and sharing practices of VSP Labs, Inc. (referred to in this Privacy Notice as the “**Company**” or “**we**”) when you use its vspon.com website and related websites, mobile apps, and services that link to this Privacy Notice (each referred to as a “**Source Site**”). References to “**you**” and “**your**” in this Privacy Notice refer to the individual about whom information is collected. If you do not agree with this Privacy Notice, please do not use the Source Site.

2. Types of Information Collected

(a) **Information You Provide.** When you register or interact with the Source Site, we will ask that you provide us with certain information to facilitate your use of the Source Site, such as your name, and email. Some features may allow us to collect information relating to your use of the Source Site (including those that indicate your physical health or condition), and information provided by you in comments and feedback regarding the Source Site. You will also be required to create a username and password to establish an account. Depending upon the activity, some of the information we ask you to provide is identified as mandatory, and some as voluntary. If you do not provide the mandatory data with respect to a particular activity, you will not be able to engage in that activity.

(b) **Technical Information Obtained from the Use of Source Sites.** The Company collects certain technical information automatically when you use a Source Site to facilitate our provision of the services, which may include the domain from which you access the Source Site, the date and time you access the Source Site, what areas of the Source Site you access, the IP address, unique device identifier, and the type of device and/or web browser you use to access the Source Site.

(c) **Other Information Obtained from the Use of Source Sites.** We also receive information about you when you interact with and use certain features of the Source Site. For example, google analytics. Most devices allow you to turn off these services at any time and effectively ‘opt-out’ of providing this information to us. For more information about how to do this, please contact your browser help desk, your mobile service carrier or your device manufacturer.

(d) **Cookies and Other Technologies.** We and our service providers may use cookies, web beacons – also referred to as single-pixel gifs – and other technologies to

improve the Source Site and its functionality. Cookies are identifiers that a website stores on your computer's hard drive to facilitate the interaction between your computer and the website. Our cookies store randomly assigned user identification numbers, the region / locale where you are located, and your first name to welcome you back to our Source Site. The cookies make your use of the Source Site easier, make the Source Site run more smoothly and help us to maintain a secure Source Site. You are always free to decline our cookies if your browser permits, but some parts of our Source Site may not work properly in that case. Many browsers automatically accept cookies, but you can change your browser settings to stop accepting cookies or prompt you before accepting them. By not accepting cookies, you may not be permitted to access or use certain information and features and some web pages may not display properly. Web beacons are embedded in webpages and permit our Company to count users who have visited those pages and for other related Source Site statistics (e.g., recording the popularity of certain Source Site content and verifying system and server integrity). Web beacons are not used to access your personal information on our Source Sites; they are solely used to compile aggregated statistics concerning the use of our Source Sites.

(e) **Website Analytics.** Our websites use several web analytics services. These services use cookies for the purpose of evaluating your use of our websites, compiling reports on website activity, and providing other services relating to our website activity and internet usage for our Company.

[Click here](#) to learn more about Google's privacy practices.

[Click here](#) to learn more about Webtrend's privacy practices.

(f) **Social Media Platforms and Plugins.** If you are a member of a social media network, such as Facebook, Google+, or Twitter, and depending on the Source Site you are using, you may have the option of linking to the social network's website through a plugin, registering or logging into your account at their platform, or using your social media user name and password to log into the Source Site. A cookie may be sent to the network, which may enable them and us to link your activities with your personal registration information at their site. Each social media network's privacy policy and terms apply to your use of their platforms. You should visit the third party website and review their privacy policy and your registration profile or account to find out your options.

3. Use and Sharing of your Information

(a) **Use by the Company.** We use information collected from and about you, individually or combined, to facilitate use of the Source Site, communicate with you, respond to your inquiries and requests, conduct surveys, carry out research and analysis relating to our products and services, improve our products and services, and,

as permitted by law, for marketing and promotional purposes. From time to time, we may send users administration communications about our services (for example, if you lose your password or if changes are made to the terms of the services or our privacy notice). Because this information is important to your interaction with and our provision of the Source Site, you may not opt-out of receiving such communications. We may also give you the option of receiving marketing communications about new products, services and promotions from the Company, our affiliates and subsidiaries, or other third parties. If you choose to receive such marketing communications, we will share your contact information with the applicable third parties for this purpose. We may enhance or merge the information that we collect with data obtained from third parties, in which case the combined information will be treated in accordance with this Privacy Notice.

(b) **Third Party Service Providers.** We sometimes hire or partner with other companies to provide services on our behalf, such as sending communications, providing customer service, hosting our software, performing analytics, conducting research and surveys, and maintaining and delivering the Source Site. We will only provide those companies with the information that they need to provide you and us with such services.

(c) **Third Party Channel Partners.** On occasion we partner with third parties to deliver complementary or supplemental services to you. In those circumstances, we will make it very clear to you that the third party channel partner is the entity collecting your information and not our Company, and you will have a choice whether to provide information to them. As such, any data you provide to them would be subject to their privacy and security practices and our Company will not be responsible for the information you provide to them or their privacy and security practices.

(d) **Affiliate Sharing.** Subject to the terms of this privacy notice, in the normal course of performing services, and as permitted by applicable law, the Company may share your information with its affiliates, subsidiaries, or divisions.

(e) **Sharing of De-Identified Information.** Information that is collected by our Company may be de-identified and aggregated and shared with unaffiliated third parties for their own research and publication, product enhancement, or product development purposes; or to conduct research and publish reports on our behalf, to help improve and expand our product and service offerings, to provide general statistics and analysis regarding the consumption or delivery of our products and services, and to help improve or maintain our service quality. When this information is shared with such third parties, the Company does not provide them with any information that would allow them to identify you as the individual source of the information.

(f) **Required Disclosures.** We reserve the right to disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (1) comply with laws, legal process, or government or regulatory requests; (2) protect and defend our rights or property or one of our Source Sites; and, (3) protect the safety and security of our users, our Source Sites, or the public.

(g) **Sharing with Other Users.** Certain features of our Source Sites may enable you to connect and communicate with other Source Site users (“Friends”). By participating in any sharing program, your information (including any personal information you provided, and any information obtained from Source Sites) may be made available to those Friends. The specific information shared with those Friends may be further explained in supplemental Source Site user guide documentation, if/as provided. Some Source Site sharing programs allow you to publish information in a forum, or transmit communications to Friends. Any information you choose to provide in these areas can be read or used by other users. You are solely responsible for any information that you choose to share. Your participation in these features and your sharing of your information with us and other users constitutes your agreement to such sharing. Please take care when using these features.

4. Accessing and Correcting your Information

(a) **Accessing Your Information.** You have the right to access your personal information and request rectification of personal information in the file that may be obsolete, incomplete or incorrect. You can request such information by contacting our Chief Privacy Officer using the contact information provided below.

(b) **Updating and Correcting Information.** Our knowing about changes to some of your personal information (e.g. email address) may be key to effectively communicating with you at your request. If any of your details change you can update us by e-mailing us at VSPPrivacyOfficer@vsp.com or, as applicable, log in to the Source Site and update your contact information. Please keep us informed of changes to your personal information.

5. Security of Information

We strive to employ reasonable security measures to protect your personal information. Access by you to your personal information is available through the Source Site after you provide your unique Login ID (username and password) selected by you. This data is encrypted. We recommend that you do not divulge your password to anyone. In addition, your personal information resides on a secure server that only selected Company personnel and service providers have access to via password. We encrypt your personal information and thereby prevent unauthorized parties from

viewing such information after it is transmitted to us. Please be advised, however, that no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure, and we cannot guarantee that your personal information will always be secure.

6. Third-party Websites

This Privacy Notice only applies to the Source Site provided by the Company, and does not apply to any third parties or their products, services or websites. If other websites are accessible through our Source Site, they will have their own privacy policies and practices, and the use of any information provided by you to such a third party will be governed by that party's privacy policy. Please consult each website's privacy policy. We are not responsible for the policies or practices of third parties, and we do not control, operate, or endorse any information, products, or services of any third-party or third party web sites that may be accessed through links from the Source Site.

7. Children's Privacy

You must be at least 18 years old to have our permission to use this Source Site. We do not knowingly collect personal information from visitors that are under 13 years of age.

8. Changes to this Privacy Notice

You accept that your use of our Source Sites and any dispute over privacy is subject to this Privacy Notice and our Terms of Use including limitations on damages, and application of the law of the state of California. The Company reserves the right to occasionally update this Privacy Notice. We will notify you of such changes by placing a prominent notice on our Source Site; provided that we will not retroactively change how we handle your personal information without your consent. We recommend that you periodically review this Privacy Notice, as your continued use of the Source Site will be subject to any changes we may make.

9. Contact Information

If you have any questions about this Privacy Notice or our practices, please contact our Chief Privacy Officer by e-mail or regular mail, and we will use all commercially reasonable efforts to promptly determine and correct the problem.

Vision Service Plan
Chief Privacy Officer
3333 Quality Drive
Rancho Cordova, CA 95670
E-mail: VSPPrivacyOfficer@vsp.com

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