

# EyeCanKnow® Privacy Policy

**Last Modified: June 14, 2023**

EyeCanKnow, Inc. (“EyeCanKnow,” “we,” or “us”) respects your privacy and is committed to protecting it through our compliance with this Global Privacy Policy (“Privacy Policy”). This Privacy Policy describes the types of information we may collect from you when you use our website or other EyeCanKnow services. This Privacy Policy also describes how we use the information we collect, with whom we share it, how we protect it, and the choices we offer you regarding our collection and use of such information.

Please read this Privacy Policy carefully. By using EyeCanKnow services, you agree to the terms of this Privacy Policy. If you do not agree with the terms of this Privacy Policy, do not use our services.

## **Types of Information We Collect**

We may collect personal information from you, meaning information about you that can uniquely identify you, such as your name, email address, photographs, or voice recordings, if you choose to provide us with such information. We may also collect information about you that does not uniquely identify you if you choose to provide us with such information. We collect such information in various ways, including if you request information from us, use or access EyeCanKnow services, or contacting our customer support. In some instances, We may share data You disclose with business affiliates in order to utilize our services. Our business affiliates may disclose some of the personal information they collect with EyeCanKnow or another third party, in which case that information will be protected according to the terms of this Policy. Such third parties are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which you disclose it to them.

EyeCanKnow must receive or collect some information to operate, provide, improve, understand, customize, support and market EyeCanKnow services, including when you register for, access, or use those services.

## **Information You Provide includes:**

- **EyeCanKnow Account Information:** We will require some basic information from you to create an account through any EyeCanKnow services, including, but not limited to, name, contact information, or other similar information.
- **Customer Support and Other Communications:** When you contact us for customer support or similar needs, you may provide us with information relevant to your use of any EyeCanKnow services, information such as your name, email, or other contact information provided when you contact us, and any other information helpful for resolving your issue.
- **Test Taker Information:** EyeCanKnow can collect information about test takers before and after using relevant EyeCanKnow services. This information can include personal information, contact information, and user feedback about their testing experience.

Depending on the test taken, EyeCanKnow may collect information including test taker ID numbers, photographs of your eye or face, or voice recordings.

- **Payment Information:** EyeCanKnow may collect some personal financial information in the course of collecting payments from customers.

#### **Automatically Collected Information includes:**

- **Device Information:** We will collect information about your mobile device upon installation of apps in the course of using EyeCanKnow services to ensure compatibility, including hardware model, operating system version, app version, network connection information, battery level, signal strength and access device features necessary for use of any installed app that facilitates EyeCanKnow services, like camera and storage.
- **Connection Information:** We will collect device and connection-specific information when you install, access, or use EyeCanKnow services, including network information, mobile network, IP address, and browser information.
- **Usage and Log Information:** We collect information about your use of EyeCanKnow apps, such as diagnostic and performance information. This information includes information about how you use EyeCanKnow services, log files generated through use, diagnostic information, and performance logs.

#### **How We Use the Information We Collect**

We may use the information we obtain about you to:

- **Our services:** We use information provided by users to operate, improve, and provide our services. Information provided by you in the course of using EyeCanKnow services is used to process the results of any tests taken. Your information helps us understand your needs and interests and tailor our other services accordingly. We also use your information to respond to your questions and comments and provide more robust customer support.
- **Security:** We use information collected test takers to ensure our services are being used correctly and safely. This includes collecting data to ensure our Terms of Use and other agreements are enforced appropriately, as well as comply with applicable legal requirements and industry standards.
- **Communications:** We use information we have to communicate with you about our services as well as offers, events, and other promotions.

In addition to the uses described above, we may use the information collected through login information, cookies, or other means to identify and authenticate visitors. We may also combine the information we collect with publicly available information. We may use that combined information to communicate with you about our services that may be of interest to you, for other promotional purposes, and for other purposes described in this Privacy Policy.

We also may use the information we obtain about you in other ways for which we provide specific notice at the time of collection.

## **Information We Share**

We may disclose aggregated information about our users without restriction. However, we do not share your personal information with third parties except as described in this Privacy Policy. We may also disclose your personal information to: (i) comply with any court order, law, or legal process, including to respond to any government or regulatory request; (ii) enforce or apply our [Terms of Use](#) and other agreements; and/or (iii) if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of EyeCanKnow, our customers, or others. Information about you collected by third parties is handled by the discretion of those third parties. Information collected by third parties may be governed by contractual terms other than those described in this Policy.

We also reserve the right to disclose your personal information to a buyer or other transferee in the event of a merger, divestiture, restructuring, reorganization, dissolution, sale, or other transfer of some or all of our assets. Should such a sale, merger, or transfer occur, we will use reasonable efforts to direct the transferee to use your personal information in a manner that is consistent with our Privacy Policy.

EyeCanKnow utilizes Converus® software to facilitate testing services. Some information may be provided to Converus® through your use of their software and in processing your test results. Information given to Converus® is subject to terms of Converus® [user agreements](#) and [privacy policies](#). For any requests or questions regarding your data as handled by Converus®, please contact them for more information.

## **Promotions and Marketing**

If you do not wish to have your personal information used by EyeCanKnow to promote our services, you can opt-out of these promotions. If we have sent you a marketing email, you may choose not to receive additional marketing email communications from us by clicking on the “unsubscribe” link at the bottom of our marketing emails.

## **Accessing and Correcting Your Information**

You may send us an email at [answers@eyecanknow.com](mailto:answers@eyecanknow.com) to request access to, correct, or delete any personal information that you have provided to us. Subject to applicable law (such as the General Data Protection Regulation (EU) 2016/679), you may have certain additional rights to request access to and receive information about the personal information we maintain about you, update and correct inaccuracies in your personal information, and have your personal information blocked or deleted, as appropriate.

## **Children Under the Age of 13**

EyeCanKnow’s services are not directed to, and EyeCanKnow does not knowingly collect or solicit personal information from, children under the age of 13. If we learn we have collected or received personal information from a child under the age of 13, we will delete that information. If you believe we might have any information from or about a child under the age of 13, please contact us at [answers@eyecanknow.com](mailto:answers@eyecanknow.com).

## **Security and Storage**

EyeCanKnow has reasonable security measures in place in an effort to protect your personal

information, during transmission and once we receive it, from loss, misuse and unauthorized access, disclosure, alteration, and destruction. Our servers are protected by firewall systems and complete backups are performed regularly. Secure Socket Layer (SSL) technology is used for all transmitted data and we use encryption for data at rest. Encryption and anonymizing techniques are employed for some data stored. Please note that no electronic transmission of information can be entirely secure. We cannot guarantee that the security measures we have in place will never be defeated or fail, or that such measures will always be sufficient or effective.

### **Other Collection, Use, and Disclosure of Information**

In addition to the terms discussed in this Privacy Policy, we may also collect other information through other services not explicitly mentioned in this Privacy Policy. If you purchase and/or license services from us, all information generated from the use of such software is subject to the terms set forth in the applicable purchase and/or license agreement(s). We are committed to treating collection, uses, and disclosures of information in each EyeCanKnow service consistent across all services.

### **Law, Our Rights, and Protection**

We access, preserve, and share information described in this Privacy Policy if we have a good-faith belief it is necessary to respond pursuant to applicable laws and regulations, legal processes, or government requests. We can also use collected information to enforce our Terms of Use or other applicable policies as necessary, including to detect, investigate, prevent, or address fraud or other illegal activity, security issues or technical issues. Information collected can be used to protect the rights, property, and safety of ourselves, users, or others.

### **Geographic Restrictions and Data Transfers**

EyeCanKnow is based in and operates out of the United States. When we obtain personal information about you, we may process the information outside of the country in which you are located, including in the United States. The countries in which we process your information may not have the same data protection laws as the country in which you are located. We will protect your information as described in this Privacy Policy.

### **Additional GDPR Information**

You have rights with respect to the information collected described above, these rights include:

**The right to access** – You have the right to request copies of your personal data from us.

**The right to rectification** – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we addresses any information you believe is incomplete.

**The right to erasure** – You have the right to request that we erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that we restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to our processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that we transfer data that we have collected from you to another organization, or directly to you, under certain conditions.

### **Additional CCPA and other USA Privacy Law Information**

Depending on where you live and subject to certain exceptions, you may have some or all of the following rights:

**Right to Know:** The right to request that we disclose to you the information collected or received from you, used or disclosed by us, and information about our data practices.

**Right to Request Correction:** The right to request that we correct inaccurate information maintained about you.

**Right to Request Deletion:** The right to request that we delete information collected from or about you.

**Right to Non-Discrimination:** The right not to receive discriminatory treatment for exercising your privacy rights.

Under certain U.S. Privacy Laws, you may designate an authorized agent to make these requests on your behalf. If you use an authorized agent to submit a request, we may need to collect additional information, such as a government issued ID, to verify your identity before processing your request to protect your information.

If you have additional questions about this policy, how to exercise your rights under the applicable U.S. Privacy Laws, and, as applicable, to appeal a consumer rights action, please contact us.

### **Changes and Updates to Our Privacy Policy**

EyeCanKnow reserves the right to update or change this Privacy Policy at any time. If we make a material change to our Privacy Policy, we will provide notice that our privacy practices have changed and provide access to the new policy. In the event we make a material change to how we use your personal information, we will provide you with an opportunity to opt out of such new or different use. The date this Privacy Policy was last revised is at the top of the policy. You are responsible for periodically reviewing this Privacy Policy and any additional privacy notices in any purchased EyeCanKnow services to check for any updates or changes.

### **Contact Us**

If you have any questions about this Privacy Policy or our privacy practices, you may call us at \_\_\_\_\_, or email us at [answers@eyecanknow.com](mailto:answers@eyecanknow.com),

EyeCanKnow, Inc.

