



Website Privacy Notice

Effective April 1, 2024

POLARIS, Laboratories, LLC, (“POLARIS”) is committed to providing timely, accurate data to our customers for maintenance and reliability purposes. We embrace change because it is the only way to continuously improve the value of our oil analysis.

POLARIS knows you care about your privacy. This Website Privacy Notice describes how POLARIS collects, uses, shares, and secures your information relating to your use of the POLARIS operated and controlled websites www.polarislabs.com (collectively, the “Services”). This Website Privacy Notice governs our Users’ access to the Services and applies to all persons who use the Services (“Users”).

Agreement & Eligibility

Your Agreement With POLARIS

This Website Privacy Notice constitutes a binding legal agreement between you, as a User who uses and interacts with the Services, and POLARIS. Before accessing, using, or interacting with the Services you should carefully review the terms and conditions of this Website Privacy Notice, which are incorporated into your agreement with POLARIS by this reference. This Website Privacy Notice applies only to the Services, and our collection, use, disclosure, and protection of your information. It does not apply to other services offered by POLARIS, or third-party websites, applications, or services.

By using or interacting with any of our Services you signify your consent to our Website Privacy Notice, and the collection, use, transfer, storage, and disclosure of your information as described in this Website Privacy Notice. If you do not agree to the terms of our Website Privacy Notice, then you may not use or interact with the Services. If you have questions about POLARIS’ Website Privacy Notice or practices, or if you need to contact us about the information we collect about you, you may contact us using the contact information provided at the end of this Website Privacy Notice.

Information Collection & Use

POLARIS collects information about you when you provide information to us and when we collect information about you automatically when you access, use, or interact with the Services. We use this information for a variety of different reasons, including to improve the Services and tailor the Services to you. The types of information POLARIS may collect include:

Information You Provide to Us

Form Information: Certain of the Services may allow you to complete a form to provide information to POLARIS for example, signing up for training class. Such forms may collect information from you such as your name, address, phone number, associated company or employer, job title, company contact information, and other information about your company, such as company size and revenue. Our forms may also allow you to provide information regarding how you or your company will use the Services, such as annual sample volume, application/industry information for use of the Services, department, equipment, and source of samples. You are not required to provide this information to us; however, we may not be able to provide certain Services to you unless we collect this information from you.

Payment Transaction Information: You may provide certain information to complete payments via the Services, including your name, address, credit or debit card type and number, card expiration date, CVV code, and billing address (collectively, “Payment Information”), along with your delivery or shipping address. We may also collect, and store information related to your purchases made through our Services. Payment Information is not collected or stored by POLARIS as we used third-party secured payment service.

Correspondence Information: If you email us, subscribe to our newsletters or mailing lists, or purchase products or services through the Services, we may keep your message, email address, and contact information to respond to your requests, provide the requested products or Services, and to provide notifications or other correspondences to you. We do not share or sell any personal information to other organizations for commercial purposes. If you do not want to receive e-mail from us in the future, please let us know by [clicking here](#) to send us an email or writing to us at the address below. Please note requests to remove your email address from our lists may take some time to fulfill. We may also still contact you regarding non-promotional messages that certain important Services announcements or notifications.

Survey Information: From time to time, we may ask that you complete a survey telling us more about your use of the Services. Participation in these surveys is not mandatory, and if you choose to participate, we will collect and assess the answers and information you provide to us through the survey to help improve the Services.

Information We Collection Automatically

Cookies, Web Beacons, Links, And Other Tracking Technologies: POLARIS may keep track of how you use and interact with the Services and of your interaction with communications and information we provide to you about the Services through the use of cookies, web beacons, links, and other tracking technologies. We do this to help analyze the use of and improve the Services. Through these technologies we may automatically collect information about your use of the Services and other online activities, including our email correspondences, third-party services, and client applications, and certain online activities after you leave the Services. Link information is generally only analyzed on an aggregate basis. Some Services may not function properly if you disable cookies.

Unique Identifiers: When you use or access the Services, we may access, collect, monitor, store on your device, and/or remotely store one or more "Unique Identifiers," such as a universally unique identifier ("UUID"). A Unique Identifier may remain on your device persistently, to help you log in faster and enhance your navigation through the Services. Some features of the Services may not function properly if use or availability of Unique Identifiers is impaired or disabled.

Log File Information: When you use our Services, we may receive log file information such as your IP address, browser type, access times, domain names operating system, the referring web page(s), pages visited, location, your mobile carrier, device information (including device and application IDs), search terms, and cookie information. We receive log file data when you interact with our Services, for example, when you visit our websites, sign into our Services, or interact with our email notifications. POLARIS uses log file data to provide, understand, and improve our Services, and to customize the content we show you. POLARIS may link this log file to other information POLARIS collects about you via the Services.

Public Information: POLARIS may also collect information about you from publicly available sources. Information you make publicly available in any public or open forum, such as on a social network, may be considered public information for the purposes of this Website Privacy Notice, and may be accessed and collected by POLARIS. Please be aware that any content or information you share with or provide to third parties using or related to your use of the Services is nether private, nor confidential. POLARIS is not responsible for any content or information you post or share with third parties. If you do not wish for certain information to be public, please do not share it.

Sensitive Information: POLARIS does not knowingly collect, use, or process information classified as sensitive information under certain US or foreign legislation from use of the Services. **Do not provide POLARIS with sensitive information.** If we find that sensitive information has been collected inadvertently, we will delete it upon discovery.

Information Sharing

POLARIS will not share, sell, rent, or otherwise disclose your private personal information to third parties without your consent, except in the limited circumstances described in this Website Privacy Notice, including to:

POLARIS Personnel: POLARIS' personnel may have access to your information as needed to provide and operate the Services in the normal course of business. This includes information regarding your use and interaction with the Services. POLARIS may use this information for purposes such as to troubleshoot issues with the Services, contact you regarding your use of the Services, provide users with data so they can manage their programs, determine usage metrics for companies, and determine future priorities by company usage. Our sales and account management personnel may also use this information to help customers get value from their program or to contact customers about additional Services.

Service Providers: POLARIS works with various organizations and individuals to help provide the Services to you ("**Service Providers**"), such as hosting companies, payment processors to process payments, partners that help us collect and analyze surveys about your use of the Services, providers that help us send you information on training on the Services and other services offered by POLARIS, or companies that provide analytics information. We may share your personal information with our Service Providers for the purpose of providing the Services. The information we share to our Service Providers may include both information you provide to us and information we collect about you, including "**Personal Information**" (which may include information about you that may be used to identify you, such as your: first name, last name, gender, birth date, address, zip code, email address, or phone number), Payment Information (to our payment processing providers only), information from data collection tools like cookies, web beacons, log files, Unique Identifiers, and location data. POLARIS will take reasonable steps to ensure that our Service Providers are obligated to reasonably protect your information on POLARIS' behalf. If POLARIS becomes aware that any Service Provider is using or disclosing information improperly, we will take commercially reasonable steps to end or correct such improper use or disclosure.

Business Transactions: POLARIS may purchase other businesses or their assets, sell our business assets, or be involved in a bankruptcy, merger, acquisition, reorganization, or sale of assets (a "**Business Transaction**"). Your information, including Personal Information, may be among assets sold or transferred as part of a Business Transaction.

Lawful Requests: We may be required to disclose User information pursuant to lawful requests, such as subpoenas or court orders, or in compliance with applicable laws. We generally do not disclose User information unless we have a good faith belief that an information request by law enforcement or private litigants meets applicable legal standards. We may share your information when we believe it is necessary to comply with applicable laws, to protect our interests or property, to prevent fraud or other illegal activity perpetrated through the Services or using the POLARIS name, or to protect the safety of any person. This may include sharing information with other companies, lawyers, agents, or government agencies. Nothing in this Website Privacy Notice is intended to limit any legal defenses or objections that you may have to a third party's, including a government's, request to disclose your information.

Your Privacy Rights

California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Montana, Oregon, Tennessee, Texas, Utah, and Virginia provide (now or in the future) their state residents with rights to:

- Confirm whether we process their Personal Information.
- Access and delete certain Personal Information,
- Correct inaccuracies in their Personal Information, taking into account the information's nature processing purpose.
- Data portability.
- Opt-out of Personal Information processing for:
 - targeted advertising (excluding Iowa);
 - sales; or
 - profiling in furtherance of decisions that produce legal or similarly significant effects (excluding Iowa and Utah).
- Either limit (opt-out of) or require consent to process sensitive personal data.

Please note that we do not use Personal Information for purposes of targeting advertising, sales, or profiling at this time. The exact scope of these rights may vary by state. Please see "Accessing & Modifying Your Information" below for more information on exercising these rights.

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users App that are California residents to request certain information regarding our disclosure of Personal Information to third parties for their direct marketing purposes. To make such a request, please contact us at the contact information provided below.

Nevada provides its residents with a limited right to opt-out of certain personal information sales. However, please know we do not currently sell data triggering that statute's opt-out requirements.

Accessing & Modifying Your Information

Access To the Information POLARIS Has Collected About You

POLARIS provides certain tools and settings within the Services to help you modify the personal information you provide to us and associated with your account. POLARIS welcomes you to contact us regarding the information we have collected about you, including regarding the nature and accuracy of the data has collected about you, request that we provide the data we have collected about you in a transferrable format, or to request an update or deletion of your information. Requests to delete or remove your information do not ensure complete or comprehensive removal of the content or information posted, and removed information may persist in backup copies indefinitely. Please note that if you choose to delete your information or opt-out of the collection and use of your information, you understand that certain features, including but not limited to access to the Services, may no longer be available to you.

We store the information we collect about you in accordance with applicable laws. Information generally will be retained only for as long as necessary to fulfill the purposes for which the information was collected, or as otherwise required by law. Please note we may deny your request to delete or correct your information if we have a legal reason. To appeal a decision regarding a consumer rights request, please follow the instructions we provide you in our correspondence.

Opting Out of Communications From POLARIS

We respect your privacy and give you an opportunity to opt-out of receiving announcements of certain information. Users may opt-out of receiving any or all communications from POLARIS or our Service Providers by contacting us at custserv@polarislabs.com. You may unsubscribe from email communications from us or our Service Providers by clicking on the "unsubscribe" link provided within certain communications. You may not, however, opt-out of Services-related communications, for example, account verification, purchase and billing confirmations and reminders, changes, or updates to features of the Services, or technical and security notices.

Do Not Track

POLARIS does not currently employ a process for automatically responding to "Do Not Track" (DNT) signals sent by web browsers, mobile devices, or other mechanisms. Per industry standards, third parties may be able to collect information, including Personal Information, about your online activities over time and across different websites or online services when you use Services. You may opt out of online behavioral ads at <http://www.aboutads.info/choices/>. You also may limit certain tracking by disabling cookies in your web browser.

Information Security

Security Of Your Information

POLARIS takes reasonable efforts to secure and protect the privacy, accuracy, and reliability of your information and to protect it from loss, misuse, unauthorized access, disclosure, alteration and destruction. POLARIS implements security measures as we deem appropriate and consistent with industry standards. As no data security protocol is impenetrable, POLARIS cannot guarantee the security of our systems or databases, nor can we guarantee that personal information we collect about you will not be breached, intercepted, destroyed, accessed, or otherwise disclosed without authorization. Accordingly, any information you transfer to or from Services is provided at your own risk. Please do your part to help us keep your information secure.

Data Security Incidents

In the event that any information under our control is compromised as a result of a breach of security or other data security incident, POLARIS will take reasonable steps to investigate the situation and where necessary, notify those individuals whose information may have been compromised and take other steps in accordance with applicable laws and regulations. We are not responsible for the functionality, privacy, or security measures of any other organization.

Additional Provisions Regarding the Services & Your Information

Transfer And Storage of Your Information

Please note information POLARIS collects about you may be transferred, processed and/or accessed by us in the United States, or another country where we, or our Service Providers operate. Please be aware Personal Information may be transferred to, and maintained on, computers located outside of your state or country where the privacy laws may differ from and may not be as protective as those where you live. If you are located outside the United States and choose to allow us to collect information about you, please be aware that POLARIS may transfer your Personal Information to the United States and process and store it there. By allowing collection of your Personal Information, you consent to having your personal data transferred to, processed, and stored in the United States.

If you are located in the European Economic Area (“EEA”) or other regions with laws governing data collection and use that may differ from U.S. law, please note that we may transfer information to a country or jurisdiction that does not have the same data protection laws as your jurisdiction. It may also be processed by staff operating outside the U.S. or EEA who work for us or for one of Service Providers. By submitting your information, registering for, or using the Services, you consent to the transfer, processing, and storage of your information in the United States and EEA, or any other country in which POLARIS or our Service Providers maintain facilities, and to the use and disclosure of information about you as described in this Website Privacy Notice.

Safely Using POLARIS’ Services

Despite POLARIS’ safety and privacy controls, we cannot guarantee the Services are entirely free of illegal, offensive, pornographic, or otherwise inappropriate material, or that you will not encounter inappropriate or illegal conduct from other Users when using the Services. You can help POLARIS by notifying us of any unwelcome contact by contacting us using the information below.

Changes to Our Website Privacy Notice

The Services that POLARIS provides are always evolving and the form and nature of the Services may change without prior notice to you. POLARIS may modify this Website Privacy Notice at any time. The most current version of our Website Privacy Notice will govern our use of your information and will be located at www.polarislabs.com. Modifications to the Website Privacy Notice are effective upon the posting of an amended Notice to the Services. We may also notify you of changes to the Website Privacy Notice, particularly if we deem the changes to be material. By continuing to access or use the Services after changes become effective, you agree to be bound by the revised Website Privacy Notice.

Contact POLARIS

POLARIS Laboratories, LLC
7451 Winton Drive
Indianapolis, IN 46268
custserv@polarislabs.com
Phone: +1.317.808.3750