

PRIVACY POLICY

Welcome to Conversations with Katie and thank you for visiting our website (“Site”) and the use of the one-on-one conversation services via telephone or video chat offered on the Site (the “Services”). C with K, LLC (“Conversations with Katie” or the “Company”) is committed to treating the personal and corporate information of our Site users, customers, and vendors with respect and sensitivity. By continuing

to use our Site, you accept the terms of this Privacy Policy and our Terms of Use and Services Agreement. Your privacy is very important to us. Accordingly, we have developed this Privacy Policy (together with our Terms of Use and Services Agreement and any other policies referenced) in order for you to understand how we will collect and process any personally identifiable information, such as your name, email, address, financial account information, etc., that we collect from you, or that you provide to us.

As our Company and its services evolve we may, at our sole discretion, amend this Privacy Policy at any time. We encourage you to check our Site frequently to review the current Privacy Policy in effect and any changes that may have been made to it. Use of information we collect now is subject to the Privacy Policy in effect at the time such information is used. By accessing the Site and/or using our Services at any time after such modifications, you are agreeing to be bound by the updated policy.

By providing your Personal Information to us in any format (e.g., via email, telephone, fax, or in person) and/or continuing to use any of our services or visiting our Site you accept and consent to the practices described in this Privacy Policy. This Privacy Policy applies to all users, including both users who are simply viewing content available via the Site and users who have registered for the Services of the Company.

PERSONAL INFORMATION

We collect personal information that you enter on our Site or otherwise volunteer to us when you contact us to, among other things, schedule Services, request information, or register for Services. You can choose not to provide certain information, but then you might not be able to take advantage of many of our features.

For purposes of this Policy, “Personal Information” means information (whether stored electronically or in paper-based filing systems) relating to a living individual who can be identified from that data (or from that data and other information in our possession) and can be used to contact that person. This includes, but is not limited to, your name, email address, but does not include your credit card number or billing information. Transactions on the Site involving your billing and payment information by third-party’s, such as [PayPal](#) and [Stripe](#), are subject to their privacy policies. We do not store any of the credit card or banking information that you provide to these payment processors.

In order to send you email from the Company, we need your email address. To provide you with additional Services, we may also request your name, general location, email, and telephone number. We may give some or all of this information to the person(s) providing the Services that you sign up for so that they can coordinate their Service appointments and terms with you. We will not give your name, email, or other Personal Information to unaffiliated third parties except with your consent or as otherwise set forth in this Privacy Policy. Though we employ industry standard measures to preserve user privacy, we may need to disclose Personal Information when required by law or when we have a good faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process that we receive or to protect our interests or the safety of others. In addition, we may provide Personal Information to employees, consultants or other business or persons for the purpose of processing such information on our

behalf. In such circumstances, we require that these parties agree to comply with the terms of this Privacy Policy. We may use your Personal Information to operate, improve, understand and personalize our Site and Services.

VOLUNTARY DISCLOSURE

Any Personal Information or content that you voluntarily disclose in public areas becomes publicly available and can be collected and used by other users for any reason.

CHILDREN'S PRIVACY

As noted in our Terms of Use and Services Agreement, we do not knowingly collect or solicit Personal Information from anyone under the age of 16. If you are under 16, please do not attempt to register for the Services or send any Personal Information about yourself to us. If we learn that we have collected Personal Information from a child under age 16, we will delete that information as quickly as possible. If you believe that a child under 16 may have provided us Personal Information, please contact us at conversationswithkatie@gmail.com.

INFORMATION ABOUT COOKIES

We use your IP address to help diagnose problems with our server, to administer our Site and Services, and to analyze traffic patterns on the Site. The Site also use cookies and similar technologies such as pixel tags, web beacons, clear GIFs, and JavaScript (collectively, "Cookies") to enable our servers to recognize your web browser and tell us how and when you visit and use our Site and Services, to analyze trends, learn about our user base and operate and improve our Site and Services. For example, we may use Cookies to deliver content specific to your interests and to track whether emails we send you have been viewed. Cookies are small files – usually consisting of letters and numbers – placed on your computer, tablet, phone, or similar device when you use that device to visit our Site. We sometimes combine information collected through Cookies that is not Personal Information with Personal Information that we have about you, for example, to tell us who you are or whether you have registered with us. We may also supplement the information we collect from you with information received from third parties.

Cookies can either be "session Cookies" or "persistent Cookies". Session Cookies are temporary Cookies that are stored on your device while you are visiting our Site or using our Services, whereas "persistent Cookies" are stored on your device for a period of time after you leave our Site or Services. The length of time a persistent Cookie stays on your device varies from Cookie to Cookie. We may use persistent Cookies to store your preferences so that they are available for the next visit, and to keep a more accurate account of how often you visit our Services, how often you return, how your use of the Services may vary over time. We also use persistent Cookies to measure the effectiveness of advertising efforts. Through these Cookies, we may collect information about your online activity after you leave our Site. Your browser may offer you a "Do Not Track" or "DNT" option, which allows you to signal to operators of websites, and web applications, and services that you do not wish such operators to track certain of your online activities over time and across different websites. Because we collect browsing and persistent identifier data, the Site does not support Do Not Track requests at this time, which means that we may collect information about your online activity both while you are using the Site and after you leave our Site.

Some Cookies are placed by a third-party on your device and may provide information to us and third parties about your browsing habits (such as your visits to our Site, the pages you have visited and the links and advertisements you have clicked). These Cookies can be used to determine whether certain third-party services are being used, to identify your interests, to retarget advertisements to you and to serve advertisements to you that we or others believe are relevant to you. We do not control third party Cookies.

We use the following types of Cookies:

- **Essential Cookies.** Essential Cookies are required for providing you with features or services that you have requested. For example, certain Cookies enable you to log into secure areas of our Site or Services. Disabling these Cookies may make certain features and services unavailable.
- **Functionality Cookies.** Functional Cookies are used to record your choices and settings regarding our Site and Services, maintain your preferences over time and recognize you when you return to our Site. These Cookies help us to personalize our content for you, greet you by name, and remember your preferences (for example, your choice of language or region).
- **Performance/Analytical Cookies.** Performance/Analytical Cookies allow us to understand how visitors use our Site and Services such as by collecting information about the daily number of visitors to the Site, the daily requests we receive for particular files on the Site, and what geographical areas those requests come from. These aggregated statistics are used internally to better provide services to the public and may also be provided to others. Performance/Analytical Cookies also help us measure the performance of our advertising campaigns in order to help us improve our campaigns and the Sites' content for those who engage with our advertising. For example, Google, Inc. ("Google") uses cookies in connection with its Google Analytics services. Google's ability to use and share information collected by Google Analytics about your visits to the Site is subject to the Google Analytics Terms of Use and the Google Privacy Policy.
- **Retargeting/Advertising Cookies.** Retargeting/Advertising Cookies collect data about your online activity and identify your interests so that we can provide advertising that we believe is relevant to you. For more information about this, please see the section below titled "[Third Party Advertising](#)".

You can decide whether or not to accept Cookies. One way you can do this is through your internet browser's settings. Most browsers have an option for turning off the Cookie feature, which will prevent your browser from accepting new Cookies, as well as (depending on the sophistication of your browser software) allow you to decide on acceptance of each new Cookie in a variety of ways. You can also delete all Cookies that are already on your computer. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some Services and functionalities may not work.

THIRD-PARTY ADVERTISING

We may use third party providers, including Facebook and Google AdWords, to advertise the Services across the internet. These providers may use cookies, web beacons, and other storage technologies to collect or receive information from the Site and elsewhere on the internet and use that information to provide measurement services and display targeted ads to you. A cookie is used to indicate to other websites that you visited a particular page, and allows us to tailor our marketing to better suit your needs and only display ads that are relevant to you. **This cookie does not in any way give access to your computer or mobile device.**

If you do not wish to see ads from us, you can opt out in several ways:

1. Opt out of Google's use of cookies by visiting Google's [Ads Settings](#).
2. Opt out of a third-party vendor's use of cookies by visiting the [Network Advertising Initiative opt-out page](#).

We may display interest-based ads to you when you are using Facebook through a tool offered by Facebook called the Custom Audience Tool. This tool allows us to personalize our ads based on your usage of the Services. We do not share any of your Personal Information with Facebook. The tool lets us convert your email address to a unique number that Facebook uses to match to unique numbers

Facebook generates from email addresses of its users. You can find information on how to opt out of this advertising [here](#).

OTHER SITES

Our Site may contain links to other websites or services. We are not responsible for the privacy practices or the content of such websites or services, and you should review the privacy policy of each such website or service to make sure that you are comfortable with it before providing any Personal Information.

BUSINESS TRANSFERS

In the event that we are acquired by or merged with a third-party entity, we reserve the right to transfer or assign the information we have collected from users, including without limitation Personal Information, as part of such merger, acquisition, sale, or other change of control. In the unlikely event of our bankruptcy, insolvency, reorganization, receivership, or assignment for the benefit of creditors, or the application of laws or equitable principles affecting creditors' rights generally, we may not be able to control how your Personal Information is treated, transferred, or used.

TRANSFERS TO THE UNITED STATES

The Site and Services are hosted and provided in the United States. If you are accessing the Site and Services from the European Union, please see the section titled “WHERE WE STORE YOUR PERSONAL INFORMATION” in the EU Privacy Notice below. If you are accessing the Site Services from any other region with laws or regulations governing personal data collection, use, and disclosure that differ from United States laws, please be advised that through your continued use of the Site and/or Services, which is governed by United States law, this Privacy Policy, and our Terms of Use and Services Agreement, you are transferring your Personal Information to the United States and you consent to that transfer.

CALIFORNIA PRIVACY RIGHTS

The California Consumer Privacy Act (“CCPA”) permits users of the Site who are California residents the following rights with respect to their Personal Information set forth in this section.

RIGHT TO KNOW ABOUT PERSONAL INFORMATION COLLECTED, USED, DISCLOSED, OR SOLD

California consumers have the right to request that the Company disclose what Personal Information it has collected, used, disclosed, and sold over the 12-month period preceding the Company’s receipt of such a request. To exercise this right, a California consumer must submit to the Company a verifiable request to know such information. To make such a request, please send an email with 'California Privacy Rights' in the heading to conversationswithkatie@gmail.com.

RIGHT TO REQUEST DELETION OF PERSONAL INFORMATION

California consumers have the right to request the deletion of their Personal Information collected or maintained by the Company. To exercise this right, a California consumer must submit to the Company a verifiable request to delete such information. To make such a request, please send an email with 'California Privacy Rights' in the heading to conversationswithkatie@gmail.com.

RIGHT TO NON-DISCRIMINATION FOR THE EXERCISE OF A CONSUMER’S PRIVACY RIGHTS

California consumers have the right to not be discriminated against because the consumer exercised any of the consumer’s rights under the CCPA. That means that the company may not deny goods or services to

the consumer, charge different rates for goods or services, or provide a different level or quality of goods or services if the consumer chooses to exercise their rights under the CCPA (unless the different rate or different level or quality is reasonably related to the value to the business of the consumer's data).

SUBMITTING A CCPA DATA REQUEST

The Company is required to verify the identity of the individual requesting access to a consumer's data or requesting deletion of a consumer's data. To verify your identity, you must provide:

- user ID and password for the Site, if applicable; or
- if the Company has previously received your email address, we may verify that you have access to that email address by sending a verification code; or
- if the Company has previously received your mobile number, we may text you a verification code.

AUTHORIZED AGENT

California consumers may designate an authorized agent to exercise a CCPA right on the consumer's behalf. If a consumer utilizes an authorized agent to exercise a CCPA right, the following proof that the agent has been authorized to act on the consumer's behalf will need to be provided:

- Proof of written permission by the consumer for the authorized agent to act on his or her behalf and separate verification of the consumer; or
- Proof that the authorized agent holds a power of attorney to act on the consumer's behalf pursuant to Cal. Probate Code §§ 4000-4465.

EUROPEAN UNION AND EEA PRIVACY LAWS

In addition to the other policies described in this Privacy Policy, residents of the European Union, United Kingdom, Lichtenstein, Norway, or Iceland (collectively, the "EEA") are afforded the following additional rights and protections as required by the General Data Privacy Regulation ("GDPR"). The additional rights and protections set forth in this section of this Policy apply only to residents of the European Union or the EEA.

If there are any conflicts between this section and any other provision of this Privacy Policy, the policy or portion that is more protective of Personal Information shall control to the extent of such conflict. If you have any questions about this section or whether any of the following applies to you, please contact us at conversationswithkatie@gmail.com.

GDPR DEFINITIONS

THE FOLLOWING ADDITIONAL DEFINITIONS APPLY TO THIS SECTION OF THE PRIVACY POLICY:

"Controller" means the Company which is the organization that determines the purposes for which, and the manner in which, any Personal Information is Processed and used in its business.

"Processor" means any Person Processing Personal Information.

"Person" means a natural person, corporation, association, organization, partnership, or other legal entity.

"Processing" is any activity that involves use of the Personal Information. It includes, without limitation, obtaining, recording or holding the Personal Information, or carrying out any operation or set of operations on the Personal Information including organizing, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring Personal Information to third parties.

THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL INFORMATION

In order to comply with the GDPR, we are required to set out the legal basis for the processing of your Personal Information. In accordance with the purposes for which we collect and use your Personal Information, as set out above, the legal basis for processing your Personal Information will typically be one of the following:

- our own legitimate business interests, or the legitimate business interests of our third party partners, promoters, affiliates, distributors, suppliers, vendors, and subcontractors, such as, for example, permitting prospective employees to search and apply for job opportunities, handling inquiries from our customers regarding Services, or other instances where we have carried out a legitimate interests assessment and have established an existing legitimate interest;
- the performance of a contract that we have in place with you;
- your consent where appropriate; or
- compliance with our legal obligations, including to meet national security or law enforcement requirements.

WHERE WE STORE YOUR PERSONAL INFORMATION

The data that we collect from you is stored on our servers or on servers provided by cloud service providers, such as Amazon Web Services. If you are a resident of the EEA, your Personal Information may be transferred within or outside the EEA to areas where privacy laws may be less strict than in the EEA (for such transfers of your Personal Information to our systems in the United States, we comply with the US-EU Privacy Shield Framework and Swiss-US Privacy Shield Framework as set forth here). By submitting your Personal Information, you agree to this transfer, storing, and processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your Personal Information, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access.

ADDENDUM TO HOW LONG WE STORE YOUR PERSONAL INFORMATION

In some cases, there is a legal requirement to keep Personal Information for a minimum period of time. Except in those circumstances, we do not keep your Personal Information for any longer than is necessary for the purposes for which the Personal Information was collected or for which it is to be further processed. Afterwards, we may retain some information in a depersonalized or aggregated form but not in a way that would identify you personally.

YOUR RIGHTS WITH RESPECT TO YOUR PERSONAL INFORMATION

Subject to certain exceptions, you have the following rights with respect to your Personal Information:

- To receive or access a copy of the Personal Information that we hold about you;
- To request that any inaccurate or incomplete Personal Information be corrected or supplemented;
- To have your Personal Information erased, unless we have a legitimate reason to retain the Personal Information (such as if we are required to do so for legal reasons); and
- To ask us not to process your Personal Information for a particular purpose, including for marketing.

All of these rights are subject to certain conditions and exemptions. For example, the Company will not be obligated to erase your Personal Information if we need to retain it to protect ourselves in the event of a legal claim. Please note that in some circumstances, we may not be able to fully comply with your request, such as if it is frivolous or extremely impractical, if it jeopardizes the rights of others, or if it is not required by law, but in those circumstances, we will still respond to notify you of such a decision. In some cases, we

may also need to you to provide us with additional information, which may include Personal Information, if necessary to verify your identity and the nature of your request.

To exercise any of these rights, please submit a written request to us at conversationswithkatie@gmail.com. The Company reserves the right to charge a fee in dealing with such a request as permitted by applicable law and regulations. You may also opt out of receiving additional marketing information by using the unsubscribe feature in any marketing email we send you.

Effective as of April 17, 2020