

tsgpayments.com
PRIVACY POLICY

Last updated: January 2025

COMMITMENT TO PRIVACY

At The Strawhecker Group, LLC (“TSG”) we have adopted this Privacy Policy. You may not access this website or any other TSG owned or operated web page (each a “Site”), purchase our products or use our services until you have carefully read this Privacy Policy and agree to the terms and conditions described in it. We ask that you please read the following terms carefully before using the Sites. By using any of the Sites, you signify your assent to these terms. If you do not agree to these terms, please disconnect from the Site and do not use any of the Sites. This Privacy Policy applies to the information that we collect about you (“Personally Identifiable Information”).

Certain areas of the Site or associated linked third-party websites or webpages dealing with TSG products or services may contain their own unique terms and conditions which may include, without limitation, unique privacy terms because of the services provided or transactions conducted through those specific areas. You may not access those areas, use the services of or conduct transactions in those areas until you have carefully read their associated unique terms, including any unique privacy terms, and agree with such terms and conditions.

COLLECTION AND USE OF YOUR PERSONAL INFORMATION

We collect and use information about you which will help us administer our business or provide products, services or other opportunities to you. Among other things, we use the information we learn about you to help us personalize and improve the experience you have on our website, to respond to your requests and to communicate with you.

Personal Data We Collect

The types of information we collect, retain and use includes the following:

1. Information We Collect Automatically

In general, you can visit the Site without manually providing us with information. Our web servers do collect certain information automatically, including, without limitation, the domain names, locations, and type of device, but not the email addresses, of visitors.

2. Information You Provide to Us

Personally Identifiable Information and Voluntarily Provided Additional Information

Generally, you are not required to register to access our Site. However, when you send us an email, respond to a survey, apply for a job, contact us to provide or receive information or news, receive products or services, register in connection with a specific area of the Site, or otherwise provide us with personal information, then we collect such personal information from you, which may include:

- Your first and last name;
- Address;
- Email Address;
- Survey Responses;
- Phone Number; and
- Other information as requested in the applicable pages.

PRIVACY POLICY

At your option, you may voluntarily provide additional information. Although you may choose not to provide the optional information to us, it may result in some features, products, and/or services not being available to you.

3. Information We Collect from Third Parties

We may receive information that third parties provide to us, which may include information about you. This Policy does not apply to information collected through or by any third party, and such information is not Personally Identifiable Information. If you have any questions about such third parties' privacy practices, you should review their privacy policies.

How Long We Keep Your Information

The Personally Identifiable Information that is collected by us will only be retained as long as necessary for business continuity, valid legal purposes, or as permitted by applicable law.

How We Use the Information We Collect

1. Aggregated Information

Some information may be aggregated for various purposes, including to measure the number of visits, average time spent on the Site, pages viewed, the site you visited just before coming to this Site, internet service provider, type of device being used (laptop vs. mobile device, etc.), country, etc. This information is used to measure the use of our Site and to improve the content we offer. Aggregated and de-identified information cannot reasonably be used to identify you and, therefore, no longer constitutes personal information. Such de-identified and/or aggregated information that does not identify individuals is not subject to this Policy.

2. Personally Identifiable Information

By providing Personally Identifiable Information to us or by using the Sites, you explicitly agree to our collection and use of such information as described in this Privacy Policy. We use your Personally Identifiable Information in the following ways:

- To respond to your inquiries;
- To process an order or request;
- To contact you regarding a purchase, your account status or customer service;
- To ask you for feedback;
- To let you know about products or services which may be of interest to you;
- To allow you to access specific account information;
- To fulfill any purpose that, under the circumstances, would be reasonably expected by you to be employed;
- For any purpose with your consent or at your direction; or
- To Carry out any other purpose described to you at the time the information was collected.

When you register, order products or services or provide information through this Site, you consent to allow us to contact you for these purposes.

tsgpayments.com

PRIVACY POLICY

We may store the information you share with us for marketing research and other marketing purposes. You consent to our making your email addresses available to other reputable organizations associated with TSG whose products or services we think you may find interesting.

If you do not want to receive information about our products and services, you will be provided with the opportunity to easily opt-out of participation or you may contact us at 1 (402) 932-7285 or email at Privacy@tsgpayments.com.

Be aware that when you voluntarily disclose personal information in public areas of the Site, such as chat rooms or bulletin boards, this information may be seen and used by others. Be sure to exercise good judgment when sharing personal information in these forums.

3. Email Communications

We use your email address to contact you to respond to your inquiries or to provide information on products or services to you. To help us determine whether you have received an email from us and to help us make emails more useful and interesting, we may receive a confirmation that you have opened an email from us.

4. Cookies

A cookie is a small piece of information that a website can store on your web browser and then retrieve at a later time. We may use cookies to enable us to remember your password, track the portions of the Site you visit, help us identify the portions of our Site that may be the most relevant for your needs, and to help us identify other products or services that may be of interest to you or others. While we use cookies to track the portions of our Site you visit, we do not use cookies to examine your surfing behavior before or after you leave our Site. There are products commercially available that are designed to help you disable cookies. Although we want you to be aware that such products exist, please note that if you choose to use them we will not be able to provide you with personalized service, and it may result in certain features and services not being available to you.

CHILD PRIVACY

Because of the nature of our business, our products and services are not designed to appeal to minors, and therefore we do not knowingly attempt to solicit or receive any information from children. Our terms and conditions of use require that any registration may only be made by those age 16 or older and that any product or service purchases may only be made by those age 16 or older. If we have reason to believe that information is being provided by a child under the age of 16, TSG will not collect the information without parental consent or parent notification, which will include the opportunity for the parent to prevent the use of the information or to prevent the child's participation in the activity. We recognize that protecting children's identities and privacy online is important and that the responsibility to do so rests with both the online industry and with parents.

RESTRICTIONS ON DISCLOSING INFORMATION TO THIRD PARTIES

We do not sell or lease your Personally Identifiable Information to others, but we may share your Personally Identifiable Information in accordance with this Privacy Policy and you agree to allow us to do

PRIVACY POLICY

so. We may share your information between and among TSG and any current or future parent, subsidiary, and/or affiliated company.

1. Aggregated Information

We may share experiential information or other data which does not personally identify users of our Site with third parties. For example, this might include product or service preferences of all visitors to our Site. Aggregated and de-identified information cannot reasonably be used to identify you and, therefore, no longer constitutes personal information. Such de-identified and/or aggregated information that does not identify individuals is not subject to this Policy.

2. Personally Identifiable Information

We do not reveal Personally Identifiable Information about you to unaffiliated third parties, unless:

- you request or authorize it;
- the information is provided to help complete a transaction for you;
- the information is provided to comply with the law, applicable regulations, court orders or subpoenas, to enforce our Terms of Use or other agreements, or to protect our rights, property or safety or the rights, property or safety of our users or others (e.g., to a consumer reporting agency for fraud protection, etc.);
- the disclosure is done as part of a purchase, transfer or sale of services or assets (e.g., in the event that substantially all of our assets are acquired by another party, customer information may be one of the transferred assets);
- the information is provided to our agents, outside vendors or service providers to perform functions on our behalf (e.g., analyzing data, providing marketing assistance, providing customer service, etc.);
- such disclosure is to fulfill the purpose for which you provided such information;
- such disclosure is for any other purpose disclosed by us when you provide the information;
- such disclosure would, under the circumstances, be reasonably expected by a consumer.

We may also gather aggregated data about you and disclose such aggregated information without restriction. Such aggregated data is not subject to the terms of this Privacy Policy.

EU Personal Data will only be transferred to third parties outside of the EU if:

- the third-party data controller processes the personal data in accordance with a Commission decision finding that a third- party country provides adequate protection;
- the third-party data controller becomes a signatory to a data transfer agreement approved by a competent authority in the EU;
- data subjects have been given the opportunity to object, after having been informed of the purposes of the transfer, the categories of recipients and the fact that the countries to which data is exported may have different data protection standards;
- the transfer otherwise complies with applicable law.

SECURITY PROCEDURES TO PROTECT INFORMATION

We maintain security standards and procedures to help prevent unauthorized access to confidential information about you. Our Site uses a combination of encryption technology and authentication to

PRIVACY POLICY

protect your Personally Identifiable Information. We update and test our security technology on an ongoing basis. We have procedures limiting employee access to Personally Identifiable Information to those employees who have a business reason to know such information about you.

We use commercially reasonable physical, administrative, and technological methods to transmit and store your data securely. However, TSG cannot guarantee that unauthorized third parties will never be able to defeat our security measures or use your personal information for improper purposes. In the event that any information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and where appropriate, notify those individuals whose information may have been compromised and take other steps, all in accordance with any applicable laws and regulations.

LINKS TO EXTERNAL SITES

Tsgpayments.com pages and other TSG digital media platforms and Sites may link to websites created and maintained by other public and/or private organizations and individuals. When you follow a link to an external site, you are leaving our Sites and are subject to the external site's privacy and security policies. We do not control or guarantee the accuracy, relevance, timeliness, or completeness of information contained on any external site. We also do not endorse the site's sponsor, any views they express, or any products or services they offer.

INAPPLICABILITY OF PRIVACY POLICIES OF ANY LINKED SITES OR OTHER PARTIES

The Sites may contain links to other sites such as affiliates, subsidiaries or other third-party distributors and sales representatives. This Privacy Policy only addresses TSG'S use and disclosure of your Personally Identifiable Information collected on this Site. While we try to link only to sites that share our standards and respect for privacy, we are not responsible for the privacy practices of any third parties or the content of linked sites, and we encourage you to read the applicable privacy policies and terms and conditions of such parties or websites. TSG has no responsibility or liability for these independent policies or sites.

YOUR RIGHTS

If you are an individual and a resident of the European Economic Area ("EEA"), you may have the following data protection rights:

Access/Correction/Deletion of Your Data. If you wish to access, correct, update, or request deletion of your personal information, you can do so at any time by emailing Privacy@tsgpayments.com.

Objection/Restriction of Certain Processing. You can object to the processing of your personal information, ask us to restrict the processing of your personal information, or request portability of your personal information by emailing Privacy@tsgpayments.com.

Withdrawal of Consent to Process. If we have collected and processed your personal information with your consent, without a separate legal basis under the GDPR to process your data, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect

tsgpayments.com

PRIVACY POLICY

the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

File a Complaint. You have the right to complain to a data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority.

In order to request any of the above, or if you have any questions whatsoever, please contact us at 1 (402) 932-7285 or email at Privacy@tsgpayments.com.

We cannot respond to a request or provide personal information if we cannot verify the identity or authority to make the request. In addition, if we receive data through a third party or a customer of the ours, we have no direct relationship with the individual whose personal information such third party processes. An individual who seeks access, or who seeks to correct or delete data, should direct their query to the third party or our customer within whose account such individual's data exists (the data controller).

If we deny a request, we will provide a response explaining the reasons we cannot comply with a request, if applicable.

TERMS OF USE, NOTICES, CHANGES TO OUR PRIVACY POLICY, AND USAGE RESTRICTIONS

As our business changes, this Privacy Policy, area specific privacy policies, and additional terms and conditions applicable to specific areas (collectively "Policies and Terms") are expected to change from time to time, and we reserve the right to change the Policies and Terms at any time. The use of your information is subject to the Policies and Terms in effect at the time of use. The provisions contained herein supersede all previous notices or statements regarding our privacy practices with respect to this Site. We may email periodic reminders of our policies and terms and conditions and post any changes to the Policies and Terms on our Site. We encourage you to check our Site frequently to see the current Policies and Terms and changes that may have been made to them.

Neither the Site nor any element thereof, including, without limitation, text, graphics, images, or other materials, may be copied, repurposed, uploaded, posted, transmitted, or redistributed, except that you may download one copy of such materials to your individual computer solely for your personal, non-commercial use only (which also excludes any use by any governmental, educational, charitable, or other institutional use that is not strictly a personal use by you), provided that all copyright and other proprietary notices appearing on such materials are strictly preserved without any alteration, modification, or obfuscation. With respect to any software downloaded by you from the Site, such software, and all elements thereof, are licensed to you by TSG for your personal use only. You may not modify or prepare derivative works based upon the Site, or any element thereof, and you may not redistribute, sell, recompile, reverse engineer, disassemble, or otherwise attempt to access the source code to any software downloaded from the Site.

All rights, titles, and interests in and to this site are owned by TSG. The Site is protected by United States copyright law and international treaty provisions, including, without limitation, the Berne Convention. The TSG logo, the word "TSG" and certain TSG names are registered trademarks of TSG. No trademarks

tsgpayments.com

PRIVACY POLICY

or service marks owned by TSG. may be used without the written consent of TSG. All rights not expressly licensed hereunder are reserved by TSG.

ACCESSIBILITY

We are committed to facilitating the accessibility of the Conductor Services and Site for all people with disabilities. To access this Privacy Policy or any other portion of the Conductor Services or Site in an alternative format, please contact us at Privacy@tsgpayments.com.

HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

To contact us regarding any questions about this Privacy Policy or to register a complaint with TSG or a data protection authority, please contact TSG at: 1 (402) 932-7285 or email at Privacy@tsgpayments.com.