

R U Solar LLC Privacy Policy

Updated April 18, 2024

R U Solar LLC ("RU SOLAR") places great importance on the protection of your personal information. This privacy policy describes how RU SOLAR ("we," "us," and "our") uses and protects your personal information collected through our websites, applications, or other forms of electronic communications (collectively the "RU SOLAR sites"). This Privacy Policy will provide information about how we process your information, with whom we share that information (if at all), and how to contact us if you have questions. By accessing or using any part of the RU SOLAR sites or services, you agree to the collection and use of your personal information according to the terms set forth in this Privacy Policy.

HOW WE GATHER AND USE INFORMATION

Each time you visit the RU SOLAR sites, our system automatically collects data and information from your computer system. In particular, we collect the following data from you:

- Browser type
- Operating system
- Internet service provider
- Internet Protocol (IP) address
- Date and time of your visit to our sites
- Information about the website from which your system comes to our website
- Information about the website accessed by your computer system through our website

This data is stored in the log files of our system, separate from other personal information held by RU SOLAR. We store log files to ensure the functionality and optimization of the sites and the security of our information technology systems. We do not evaluate your log files for marketing purposes, with the exception of the information collected from your browser settings. This includes checking the language setting in your browser to display the appropriate language version of the RU SOLAR sites. When this information is no longer required for the functionality of our sites, we delete or anonymize your personal log file information, so attribution to you is no longer possible.

CREATING A RU SOLAR ACCOUNT

When placing an order through the RU SOLAR sites, you have the opportunity to register as a Brand Partner, Affiliate or Customer and create a user profile also known as a user account. We may process the following data from you during registration:

- Full name

- Legal entity
- Address
- Email address
- Phone number
- Payment information/ bank account information
- Tax ID number (Brand Partners only)
- Age/date of birth
- Password
- Personal Identification Number (PIN)
- The indication of whether a registered Brand Partner asked you to register as a Brand Partner, Affiliate or Customer (If so, we ask for that Brand Partner's Sponsor ID and/or Enroller ID.)

After you have entered your details in the registration form, RU SOLAR creates a user account for you and provides you with an ID. We process this registration data to facilitate, alter, and form the contractual relationship between you and RU SOLAR and for billing and related services.

Once your account has been created, we may continue to collect additional information about your relationship with RU SOLAR including:

- Start/end date
- Gender
- Purchasing and order history with RU SOLAR
- Photo identification/drivers' license number
- Account notes
- Signed contractual agreements
- Cart history
- Business Distribution channels (Support Team (also known as "upline") and Business Organization (also known as "downline"))
- Commissions and bonuses
- Performance rating
- Brand Partner status and Rank
- Recognition level
- Brand Partner's marketing communications and product claims
- Disciplinary action
- Participation in events and campaigns

TEXT MESSAGE CAMPAIGNS

If you so elect, you may provide your mobile phone number to RU SOLAR. By submitting your mobile phone number, you consent to receive text message alerts from R U Solar LLC containing product and event information, product tips or promotions that may be sent

using automated dialing systems (“Text Messages”). Your consent to receive Text Messages is not otherwise required to purchase any goods or services from us. You may not consent to receive Text Messages on behalf of someone else or provide someone else’s phone number. You agree to enter into, sign and receive your consent to receive Text Messages electronically.

Text Messages are distributed via third party mobile network providers and, therefore, we cannot control certain factors relating to message delivery or guarantee availability or performance of this service, including liability for transmission delays or message failures. To receive help with Text Messages, you can either call 833-467-3848 or email support@revitalu.com.

You may unsubscribe from receiving RU SOLAR Text Messages any time by texting the word “STOP” to the phone number you are receiving text messages from your device. You may also choose not to receive Text Messages by emailing support@sharegoodenergy.com and specifying that this is your preference.

COMMUNICATIONS WITH RU SOLAR

If you send us an email communication, we may collect the following personal information from you:

- Email address
- IP address
- Date and time of communication
- Content of communication

We gather this information to facilitate the conversation you started with us, to prevent the misuse of our email services, and to protect the security of our information technology systems.

We also offer a Live Chat service on the RU SOLAR websites, which allows you to contact RU SOLAR's Customer Service representatives. Our chat service is a web-based live customer interaction service operated by a third party, which provides a range of high-performance features, support and communication tools and Application Programming Interfaces (APIs), and enables service employees to reach and assist visitors to the RU SOLAR sites. Information you provide to the third-party forwards directly to our Customer Service representatives. Such information includes:

- Full name
- IP address and/or device identifier
- Video
- Operating system
- Session duration
- Content of communication

- Language settings
- Geolocation-based data
- Photograph
- Connection information
- Log files
- Other diagnostic data

OTHER USES OF YOUR PERSONAL INFORMATION

In addition to the specific uses described above, we may use your personal information for a variety of other purposes to:

- Provide you with products and services
- Process payments and fulfill orders
- Calculate and process discounts, earnings, and bonuses
- Determine and track Brand Partner status and Rank recognition levels
- Provide you with promotional information, surveys, questionnaires, and other marketing materials
- Communicate about, and administer participation in, special events, recognition programs, promotions, offers surveys, focus groups and market research
- Support the business operations of our Brand Partners, Affiliates and Customers
- Evaluate, develop, manage and improve our products, services, and other business operations
- Maintain the safety and security of our products and services and prevent any misuse or false advertising
- Protect against, identify, and prevent fraud and other criminal activity, claims and other legal liabilities
- Ensure compliance with applicable law and RU SOLAR policies, procedures, and agreements, including this Privacy Policy
- Communicate with you about your account or transactions, changes to our policies, and other administrative matters
- Help those you enroll designate you as their Enroller and/or Sponsor by displaying your information in a look-up directory.

WHO WE SHARE INFORMATION WITH

RU SOLAR does not sell your personal information to any third parties. However, we may disclose personally identifiable information to our subsidiaries, affiliates, external service providers, and other third-party processors to perform data processing services on our behalf. In doing so, we adhere to applicable national and international data protection regulations. We may also disclose personal information to a third party as required by law or to provide and manage our products and services.

If you are a Brand Partner or Affiliate, we may also share your personal information with your Support Team and Business Organization for the purpose of administering sales,

distributing products, and providing reports of your activities to other Brand Partners. We may also share your name and photo to those who are looking up the individual who enrolled them so that they can designate their Enroller and/or Sponsor.

GOOGLE MAPS

Some of RU SOLAR's sites utilize Google Maps API, a map service operated by Google Inc. ("Google"). This allows us to show you interactive maps directly on the RU SOLAR sites and provides you with convenient use of the map feature. By visiting the RU SOLAR sites through which the map services are offered, Google receives the information that you have accessed the corresponding sub-page of our RU SOLAR websites. In addition, the following personal information is communicated to Google:

- IP address
- Date and time of the request
- Time zone
- Content of the request
- Access status/HTTP status code
- Each transferred amount of data
- Website from which the request comes
- Browser type and version
- Operating system
- Language preferences

When you're logged in to Google, your data will be assigned directly to your Google account. If you do not wish to be associated with any profile on Google, you must log out before activating the button. Google stores your data as usage profiles and uses them for purposes of advertising, market research, and/or tailor-made website design. Such evaluation will be carried out in particular (even for non-logged in users) to provide on-demand advertising and to inform other users of the social network about your activities on our RU SOLAR sites. You can deactivate the service of Google Maps and prevent the data transfer to Google by disabling JavaScript in your browser. We point out, however, that you will not be able to use the sites' map feature in this case. For more information on the purpose and scope of Google's data collection and processing, please see Google's privacy policy.

COOKIES

When using the RU SOLAR sites, various types of cookies are used and stored on your computer. Cookies are small text files stored on your device that tell websites who you are. Through the settings in your browser, you can elect to disable, limit, or delete cookies. However, we cannot accomplish many of the basic functions needed to create and process an order on our sites without cookies. For this reason, we recommend you keep cookies activated. We have broken up our cookies into categories to help you understand what they do.

1. **Strictly Necessary Cookies:** These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.
2. **Performance Cookies:** These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.
3. **Functional Cookies:** These cookies enable the website to provide enhanced functionality and personalization. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly. These cookies enable the website to provide enhanced functionality and personalization. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly.
4. **Targeting Cookies:** These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.
5. **Social Media Cookies:** These cookies are set by a range of social media services that we have added to the site to enable you to share our content with your friends and networks. They are capable of tracking your browser across other sites and building up a profile of your interests. This may impact the content and messages you see on other websites you visit. If you do not allow these cookies you may not be able to use or see these sharing tools.

DO NOT TRACK POLICY

Some browsers have a "do not track" feature that lets you tell websites that you do not want to have your online activities tracked. We currently do not respond to browser "do not track" signals.

SOCIAL MEDIA LINKS AND THIRD-PARTY SITES

RU SOLAR's sites may contain links to other websites that are not operated by us. If you click on a link to a third-party site, you will be directed to their site. We have no control over these sites, we cannot protect your personal data, and we strongly advise you to review the privacy policy of every site you visit. Our sites also offer social sharing features, including links to Facebook, Twitter, LinkedIn, Instagram, Google+, Pinterest, Vimeo,

YouTube, and Disqus, which allow you to access your social media account to share actions you take on our sites with your friends or the public depending on the settings of your social sharing account. For more information about these social sharing features, please visit the privacy policy of the respective entity.

HOW WE PROTECT YOUR INFORMATION

RU SOLAR has implemented appropriate physical, technical, and administrative security standards to protect personal information from loss, misuse, alteration, or destruction. Our service providers and affiliates are contractually obligated to protect the confidentiality of your personal information and may not use the data for purposes not authorized by us.

Although we do our best to protect your personal information, no data transmission over the internet or any wireless network can be guaranteed to be 100 percent secure. As a result, while we strive to protect your personal identification information, you acknowledge that there are security and privacy limitations inherent to the internet that are beyond our control and that the security, integrity, and privacy of any and all information and data exchanged between you and us through our websites cannot be guaranteed. Please do your part in protecting your personal information by keeping your account password safe and confidential, logging out of your account after using a shared computer, and regularly scanning your computer for viruses, malware, and spyware.

By using our sites, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of our sites. If we learn of a security breach involving your personal information, we may attempt to notify you electronically by sending an email to you. To withdraw your consent to receive electronic notice of a data breach, please email us at support@revitalu.com. DATA RETENTION POLICY We delete your personal information when it is no longer necessary for the purpose it was collected and when there are no applicable contractual, statutory, or legal retention periods.

ACCESS AND CONTROL OVER YOUR INFORMATION

If you are a resident of certain states, you may have the right to:

- Obtain information regarding the collection, processing, and sharing of your personal information
- Access the personal information we have obtained about you, if any
- Correct your personal information
- Delete your personal information
- Request an electronic copy of your personal information
- Object to or opt out of the use of your personal information for certain purposes

RU SOLAR will not discriminate against individuals who exercise these rights. You can also access and update your personal information by logging into your RU SOLAR account.

CHILDREN AND PRIVACY

The RU SOLAR sites are not intended for children under 13 years of age. We do not knowingly attempt to solicit or receive information from children. If you believe your child has provided us with personal information, please alert us at support@sharegoodenergy.com. If we learn that we have collected personal information from a minor, we will promptly take steps to delete such information and terminate the minor's account.

CHANGES TO THIS PRIVACY POLICY

We may update this privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on this page. If we make any material changes to how we treat your personal information, we will notify you by email at the primary email address specified in your account and /or through a notice on our sites' home page. You are responsible for ensuring we have an up-to-date email address to contact you. You are advised to review this privacy policy periodically for any changes. Your continued use of our sites after such modifications will constitute your acknowledgment of the modified privacy policy and your agreement to abide and be bound by the modified policy.

Changes to this privacy policy are effective when they are posted on this page.

CONTACT INFORMATION

If you have questions, suggestions, or concerns regarding the privacy of our sites, please contact:

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