



Diversigen, Inc. complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union to the United States. Diversigen, Inc. has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit <https://www.privacyshield.gov/>

In compliance with the Privacy Shield Principles, Diversigen, Inc. commits to resolve complaints about our collection or use of your personal information. EU individuals with inquiries or complaints regarding our Privacy Shield policy should first contact *Diversigen, Inc.* at:

Information and Complaints

Diversigen, Inc.
2 Greenway Plaza
Suite 910
Houston, TX 77046

Diversigen, Inc. has further committed to refer unresolved Privacy Shield complaints to VeraSafe, an alternative dispute resolution provider located in the United States. If you do not receive timely acknowledgment of your complaint from us, or if we have not addressed your complaint to your satisfaction, please contact or visit <https://www.verasafe.com/privacy-services/dispute-resolution/submit-dispute/> for more information or to file a complaint. The services of VeraSafe are provided at no cost to you.

Please note that if your complaint is not resolved through these channels, under limited circumstances, a binding arbitration option may be available before a Privacy Shield Panel.

FTC Compliance

Diversigen is subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC).

Privacy Shield

This Privacy Policy details the policies and procedures of Diversigen ("Diversigen," "our," "us," or "we") regarding the collection, use, and disclosure of personal information that we receive or collect from users of the Diversigen, Inc. website and the services we offer



through the Diversigen, Inc, website (collectively, the "Site"). This Privacy Policy applies to only the information that you provide to us through the Site.

Information Diversigen May Collect from You

We may use your Personal Information to improve our products and services, to ensure contact information is up to date and accurate, to improve our customer service, to reduce risk and prevent fraud, to provide you with a personalized experience on our Site and to communicate with you regarding new service features and related products and services provided by our partners, events, and other information and notices we believe you may find interesting or useful. Your credit card information (if applicable) may be used by our financial services providers for payment processing and fraud prevention. We use non-Personal Information collected to maintain, secure, and improve our Site, and to understand your interests when visiting our Site. We may generate statistical information regarding our user-base and use it to analyze our Site or business.

Service Providers

We may rely on various third-party service providers and contractors to provide services that support the Site and our operations, including, without limitation, maintenance of our databases, distribution of emails and newsletters on our behalf, data analysis, payment processing and other services of an administrative nature. Such third-parties may have access to your Personal Information for the purpose of performing the service for which they have been engaged.

User Account Information/Personally Identifiable Information

When you register with us through the Site and during your use of the Site, we will ask you for personally-identifiable information, which is information about you that can be used to contact or identify you ("Personal Information"), such as: your name, company or organization name, title, e-mail address, postal address, telephone numbers, and, if you sign up for a paid account, billing information, including a credit card number. If you contact us, we may also keep a record of that correspondence or communication, including any Personal Information it contains.

Changing or Deleting Your Information

You may review, update, correct or delete the Personal Information you provide to us by contacting us. If you would like us to delete your account in our system, please contact us at info@diversigen.com with a request that we delete your Personal Information from our database. We will use commercially reasonable efforts to honor your request. We may retain an archived copy of your records as required by law or for legitimate business purposes.

Compliance with Laws and Law Enforcement

Diversigen cooperates with government and law enforcement officials and private parties to enforce and comply with the law. We may disclose Personal Information and other user information when we, in our sole discretion, have reason to believe that



disclosing this information is necessary to identify, contact, or bring legal action against someone who may (either intentionally or unintentionally) be causing injury to or interference with our rights or property, users of our Site, or anyone else who could be harmed by such activities. We may also disclose user information when we believe, in our sole discretion, that such disclosure is required by applicable law. We also may be required to disclose an individual's personal information in response to a lawful request by public authorities, including to meet national security or law enforcement requirements.

Business Transfers

We reserve the right to transfer any and all information that we collect from Site users, including Personal Information, to a third-party in the event of any corporate reorganization, merger, sale, joint venture, assignment, transfers, or other disposition of all or any portion of Diversigen, Inc.'s business, assets, or stock.

European Union Transfer

In cases of onward transfer to third parties of data of EU individuals received pursuant to the EU-US Privacy Shield, Diversigen is potentially liable.