

## **LiquidFrameworks Privacy Policy**

Last Updated: May 25, 2018

LiquidFrameworks, Inc. (“**LiquidFrameworks**” “**we**” “**our**” or “**us**”) respects your privacy and is committed to protecting it through our compliance with this privacy policy. We provide a cloud based mobile field operations management solution to companies specializing in oil and gas and industrial/environmental services (the “**FieldFX Solution**”).

This privacy policy explains our policies and practices regarding the information we collect from and about you. It is through this privacy policy that we intend to provide you with a level of comfort and confidence in how we collect, use, and safeguard personal and other information we collect and obtain, or that you provide through <http://liquidframeworks.com> (the “**Site**”) and how you can contact us if you have any questions or concerns. It is our sincere hope that by explaining our data handling practices we will develop a trusting and long-lasting relationship with you.

For the purposes of the EU General Data Protection Regulation 2016/679 (the “**GDPR**”), LiquidFrameworks is the data controller. This means that we are responsible for deciding how we use the information that we hold. We are a Texas corporation registered in the United States with an office at 24 Greenway Plaza, Suite 405, Houston, TX 77046, USA.

The GDPR applies to you if you reside in the European Economic Area (an “**EEA Resident**”). Please note that by visiting or using the Site and the various other services, features, functions, software, applications, websites and networks provided by LiquidFrameworks (together with the Site and the FieldFX Solution, collectively, the “**LF Services**”) you are accepting the practices described in this privacy policy subject to any rights or restrictions that might apply under the GDPR if you are an EEA Resident, including the rights described in the European Privacy Rights for EEA Residents provisions below. This privacy policy is also incorporated by reference into the various other agreements and terms and conditions that govern your use of the Site and the other LF Services (collectively, the “**Terms**”).

This policy describes the types of information we may collect from you or that you may provide when you access or use the Site and the other LF Services or other features, functions, services products and our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies to information we collect or may collect:

- In accessing and using the Site.
- In downloading or registering to use the LF Services.
- In accessing and using the LF Services.
- In signing-up for one of our conferences.
- In e-mail, text and other electronic messages sent through or use of the Site and the other LF Services.
- When you interact with other users of the Site and the other LF Services.
- When you send any content through the Site, the FieldFX Solution or any of the other LF Services.
- When you interact with our advertising and applications on third-party websites and services.

- Through services provided to us by third-party companies, agents or contractors.

This policy does not apply to information collected:

- Through any other means, including on any other website operated by LiquidFrameworks or any third party; or
- By any third party, including through any application or content (including advertising) that may be accessible from or on the Site, the FieldFX Solution or any of the other LF Services.

Please read this policy carefully to understand our policies and practices regarding your personal data and how we will treat it. If you do not agree with our policies and practices, your only choice is not to use the FieldFX Solution or any of the other LF Services. By accessing or using any of the LF Services, you agree to this privacy policy. This policy may change from time to time. Your continued use of the Site, the FieldFX Solution and/or any of the other LF Services, after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates. Nothing in the foregoing paragraph is intended to affect any rights that an EEA Resident might have, or restrictions that apply, under the GDPR.

### **Minors under the Age of 18**

None of the LF Services are intended for minors under 18 years of age. No one under age 13 may provide any information on or through the Site the FieldFX Solution or the other LF Services. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on or through any of the LF Services or any of its features or register on the Site, use any of the interactive or public comment features of any of the LF Services or provide any information about yourself to us, including your name, address, telephone number, e-mail address or any screen name or user name you may use. If we learn we have collected or received personal data from a child under 13 without verification of parental consent, we will delete that information. If you believe that we might have any information from or about a child under 13, please contact us at [privacy@liquidframeworks.com](mailto:privacy@liquidframeworks.com).

### **Information We Collect About You and How We Collect It**

We collect or may collect several types of information from and about users of the Site, and the other LF Services, including:

- Information by which you may be personally identified, such as name, telephone number, e-mail address, job title and company name (“**personal data**”);
- Financial and billing information;
- Analytics information;
- Information that is about you but individually does not identify you, such as IP address and date and time of visit;
- Information from your device, including location information;
- Information that is sent to our cloud application when you sync your device;
- Usage details and information, including how you communicate with other users of the Site and the other LF Services, such as the time, date, sender and your interactions with messages (such as when you open a message or capture a screenshot);
- Information contained in the comments and postings on or through any of the LF Services;

- Device, internet and mobile information such as the hardware model, operating system version, unique device identifiers, browser type, language, wireless network, and mobile network information (including the mobile phone number);
- Location information when you use the Site;
- Information that you provide by registering or filling in forms or applications on or through the Site. This includes information provided in connection with registering to access and use the FieldFX Solution on a trial basis or attending any conferences, webinars, and other events sponsored by us;
- When you report a problem with the Site, the FieldFX Solution or any of the other LF Services;
- Records and copies of your correspondence (including e-mail addresses), if you contact us;
- Details of transactions you carry out through any of the LF Services, including registration for the FieldFX Solution and the other LF Services; and/or
- Your search queries on or through any of LF Services.
- Information about the use of the functionality and features of the LF Services.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through or use the Site, the FieldFX Solution and the other LF Services.
- From third parties, such as other Users and our customers, business partners and other third parties that provide us or you with certain services.

Certain web transactions may also involve you calling us or our calling you. Please be aware that we may monitor and, in some cases record such calls for staff training or quality assurance purposes.

You may now or in the future provide pictures, audio and video recordings, text, data, information and other input or any other content linked, posted, and/or submitted by you or other users to be published or displayed (hereinafter, “**posted**”) on or through the Site or the FieldFX Solution, or transmitted to other users of the Site, the FieldFX Solution or the other LF Services, or third parties (collectively, “**User Content**”). Your User Content is posted on and transmitted to others at your own risk. We cannot control the actions of other users of the Site, the FieldFX Solution or the other LF Services, with whom your User Content is shared. Therefore, we cannot and do not guarantee that your User Content will not be viewed, downloaded or shared by unauthorized persons.

### **Use of Cookies and Other Tracking Technologies.**

The technologies we use for automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of the Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to the Site.
- **Marketo’s Munchkin.** We embed a Munchkin Javascript snippet on our Site. When visitors come to the Site, we place a cookie in the visitor’s web browser (if there wasn’t already one) and send

messages to our servers about that visitor's web activity. It is a first party cookie and is only visible for us. When on a page, Munchkin automatically gathers (a) page visits, (b) link clicks, (c) IP address, (d) referrer and (e) our cookie ID.

If you prefer that we do not place this cookie on your web browser, you may opt out by clicking the Do Not Track (DNT) feature in your browser. Except for Strictly Necessary Cookies which cannot be refused, this prevents tracking for your particular browser and device.

- **Google Analytics.** Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this site. The cookie cannot be used by anyone but Google.

### **Do Not Track Policy**

Your web browser may offer you a “Do Not Track” option, which allows you to signal to operators of websites and web applications and services (including behavioral advertising services) that you do not wish such operators to track certain of your online activities over time and across different websites. We do not currently honor any web browser “Do Not Track” signals or other mechanisms that provide you with the ability to exercise choice regarding the collection of personally identifiable information about your online activities over time and across third-party websites or online services.

### **Third-party Responsibilities and Services.**

We may use or partner with other third-party companies, agents or contractors for various purposes in connection with our business and operations (“**Service Providers**”), including, billing and payments, co-sponsoring of conferences and other events, lead generation, the marketing and growth of our business and the performance of services on our behalf, such as gathering and analyzing information and the provision of services to you. In the course of performing these responsibilities and providing such services, these other companies may have access to your personal data. We may also share information, including your personal data, with these Services Providers in order to enable them to perform these responsibilities and to provide these services. Many Services Providers have adopted their own privacy policies, which are not subject to control by LiquidFrameworks. You should always review the policies of these Service Providers to make sure that you are comfortable with the ways in which they collect, use, maintain, protect and disclose your information. We do not list our current Service Providers because they change from time to time. If you would like the names of any or all of our Service Providers, please email us at [privacy@liquidframeworks.org](mailto:privacy@liquidframeworks.org).

Service Providers that have access to your personal data in connection with providing services are required to keep your personal data confidential and are not permitted to use this personal data for any purpose other than to fulfill the services they are performing for LiquidFrameworks or the Site.

The Service Providers may also transmit cookies to your computer or device, when you click on ads that appear on or through the Service. Also, if you click on a link to a third-party website, such third party may also transmit cookies to you and we do not have any control over that. Please be aware that cookies placed by third parties may continue to track your activities online even after you are no longer using any our

Services, and those third parties may not honor “Do Not Track” requests you have set using your web browser.

### **Marketo**

We use third party marketing software from Marketo to send our emails. This is a service provided by Marketo, Inc., 901 Mariners Island Boulevard, Suite 500, San Mateo, CA 94404 USA, [www.marketo.com](http://www.marketo.com) (“**Marketo**”). We use Marketo as part of tracking so we have information on email open rates and click through rate as well as tracking activity on the Site. For more information on Marketo’s privacy and cookie policies, please visit [Marketo Legal](#).

### **CVent**

We use CVent from CVent Inc., 1765 Greensboro Station Place, 7th Floor, Tysons Corner, Virginia 22102, as the registration system for many of our conferences and other events and their servers are based in the United States (U.S.) and they may store and process your information outside the EEA. CVent complies with the EU-U.S. Privacy Shield Framework. For more information on CVent’s privacy, please visit [CVent's Privacy Policy](#).

### **PayPal**

We use PayPal (or another third party) from PayPal, Inc., 2211 North First Street San Jose, California 95131 to process and accept transactions for our conferences and other events. We do not store any credit card information. For more information on PayPal’s privacy, please visit [PayPal's Privacy Policy](#).

### **Salesforce**

We use the Customer Relationship Management software from Salesforce.com, inc., 1 Market St. Suite 300 San Francisco, CA 94105, USA. Salesforce.com also provides the application infrastructure for our FieldFX solution. When you create a LiquidFrameworks account, the registration information you provide to us will be disclosed to Salesforce and will be used by Salesforce pursuant to its privacy policy. For more information on Salesforce’s privacy policies, please visit [Salesforce's Privacy Policy](#).

Salesforce has certified certain of their services, for which they act as a data processor, under the [EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework](#). You can see details of this certification [here](#).

## **Use of Remarketing with Google Analytics and other Remarketing Services**

We use or may use a variety of remarketing and analytic services including:

### **Google Analytics**

We use a tool called “Google Analytics,” web analysis service from Google, Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043 USA, [www.google.com](http://www.google.com) to collect information about use of the Site. Google Analytics collects information such as how often users visit the Site, what pages they visit when they do so, and what other sites they used prior to coming to this site. We use the information we get from Google Analytics only to improve the Site. Google Analytics collects only the IP address assigned to you on the date you visit this site, rather than your name or other identifying information. We do not combine the information collected through the use of Google Analytics with personally identifiable information.

Google's ability to use and share information collected by Google Analytics about your visits to this site is restricted by the Google Analytics Terms of Use and the Google Privacy Policy. You can prevent Google Analytics from recognizing you on return visits to this site by disabling cookies on your browser.

You can set preferences for how Google advertises to you using the [Google Ad Preferences page](#), and if you want to you can [opt out of interest-based advertising entirely by cookie settings](#) or permanently using a browser plugin.

For the cases in which personal data is transferred to the US, Google has self-certified pursuant to the EU-US Privacy Shield (<https://www.privacyshield.gov/EU-US-Framework>).

## **How We Use Your Information**

We will only use information that we collect about you or that you provide to us, including any personal data for the purposes described in this Privacy Policy and when applicable law allows us to do so. We will generally use your information based on the following legal grounds:

- Where the use of your information is necessary for the performance of a contract we are about to enter into or have entered into with you;
- Where the use is necessary for the purposes of our legitimate interests (or those of a third party);
- Where we need to comply with a legal or regulatory obligation; or
- Where you have given your consent (which can be withdrawn at any time).

We use information that we collect about you or that you provide to us for the following purposes:

- To provide you the FieldFX Solution and the other LF Services and the content and the other products and services that you request from us.
- To provide the Site and its contents to you.
- To process and complete transactions and send you related information, including registration for a trial of the FieldFX Solution and conferences and other events sponsored by us.
- To provide technical and other support to you.
- To invite you to conferences and other events sponsored by us.
- To send you promotional communications, such as providing you with information about services, features, surveys, newsletters, offers and conferences and other events; and providing other news or information about us, our customers and our select partners, provided that you have given your consent if required by applicable law.
- To enable Service Providers to perform certain responsibilities and provide certain services in connection with our business and operations.
- To fulfill any other purpose for which you provide it.
- To provide you with notices about your account.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to the Site, the FieldFX Solution and the other LF Services.
- To allow you to participate in interactive features on or through any of the other LF Services.
- To enhance the safety and security of all of the LF Services.
- To verify your identity and prevent fraud or other unauthorized or illegal activity.

- To enable marketing, remarketing and targeted advertising and similar services from us or Service Providers, including direct and indirect marketing and on-line behavioral advertising regarding our own and third-party products and services that we believe may be of interest to you, including advertisement on third party websites, provided that you have given your consent if required by applicable law.
- To perform targeted and other advertising on third party websites.
- To analyze your usage of the LF Services so that we may improve the capabilities, add new functionality or enhance the performance of the LF Services.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

Some of the information that we collect automatically is statistical data and does not include personal data, but we may maintain it or associate it with personal data we collect in other ways or receive from third parties or you provide to us. It helps us to improve the Site, the FieldFX Solution and the other LF Services, and to deliver a better and more personalized service, including enabling us to:

- Estimate our audience size and better understand usage patterns.
- Store information about your preferences, enabling us to customize the Site according to your individual interests.
- Recognize you when you return to the Site.
- Improve the functionality of our LF Services.
- Improve the user interface, workflow and navigation of our LF Services.
- Identify capabilities in our LF Services that are infrequently or no longer used.
- Support your use of LF Services.
- Diagnose errors that occur in LF Services.

### **Storage and Transfer of Your Information**

We may store any information that we collect (personal or otherwise) ourselves or in databases owned and maintained by us, our affiliates, agents or Service Providers. If you access or use the Site, the FieldFX Solution or any of the other LF Services outside of the United States, information that we collect about you may be transferred to servers inside the United States and maintained indefinitely, which may involve the transfer of information out of countries located in the European Economic Area and other parts of the world unless otherwise prohibited by applicable law or agreed by LiquidFrameworks and you. By allowing LiquidFrameworks to collect information about you, you consent to such transfer and processing of such information without restriction. We may also store some information locally on your computer or other devices. For example, we may store information as local cache so that you can open the Site and view content faster.

Although users from all over the world may access the Site, the FieldFX Solution and the other LF Services, keep in mind that no matter where you live or where you happen to use our services, you consent to us processing and transferring information in and to the United States and other countries whose data-protection and privacy laws may offer fewer protections than those in your home country.

### **Disclosure of Your Information**

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal data that we collect or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To other users in your organization in connection with any of the FieldFX Solution or any of the other LF Services.
- To. Salesforce.
- To sponsors of our conferences and other events.
- To other Service Providers, contractors and other third parties we use to support our business, including credit card payment processors, lead generation and marketing support.
- To a potential or actual buyer, assignee or other successor (including its related advisors and agents) in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of LiquidFrameworks' assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which personal data held by LiquidFrameworks about users of the Site and the other LF Services is among the assets that may be or are actually transferred.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal data:

- To comply with any court order, law or legal process, including to respond to any government or regulatory request.
- To enforce or apply the Terms and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of LiquidFrameworks, our customers or others.

### **Choices About How We Use and Disclose Your Personal Data**

We strive to provide you with choices regarding the personal data you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's [website](#). If you disable or refuse cookies, please note that all or some parts of the LF Services, may then be inaccessible or not function properly.
- **Promotional Offers from LiquidFrameworks.** If you do not wish to have your e-mail address/contact information used by LiquidFrameworks to promote our own or third parties' products or services, you can opt-out through the unsubscribe mechanism at the bottom of the applicable email. This opt out does not apply to information provided to LiquidFrameworks as a result of a service purchase, product service experience or other transactions.

We do not control third parties' collection or use of your information to serve interest-based advertising. You may be able to opt out of receiving personalized advertisements from companies who are members of the Network Advertising Initiative or who subscribe to the Digital Advertising Alliance's Self-Regulatory Principles for Online Behavioral Advertising. For more information about this practice and to understand your options, please visit: <http://www.aboutads.info> and <http://www.networkadvertising.org/choices/>. You may also use TRUSTe's Preference Manager at <http://preferences-mgr.truste.com>.

### **Accessing and Correcting Your Personal Data**

You must contact us to request access to, change, correct or delete any personal data that you have provided to us. You may do this by e-mail at [privacy@liquidframeworks.com](mailto:privacy@liquidframeworks.com). We may not accommodate a request to change personal data or other information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

If you delete your User Content from any of the LF Services (including any User Content stored in the cloud), copies of your User Content may remain viewable in cached and archived pages, or might have been copied or stored by other users of the Servers or the Site. Proper access and use of information provided on or through any of the LF Services, including User Content, are governed by the Terms.

### **Your California Privacy Rights**

California Civil Code Section § 1798.83 permits users of the Site that are California residents to request certain information regarding our disclosure of personal data to third parties for their direct marketing purposes. To make such a request, please send an e-mail to [privacy@liquidframeworks.com](mailto:privacy@liquidframeworks.com) or write to us at: LiquidFrameworks, Inc., 24 Greenway Plaza, Suite 405, Houston, TX 77046, USA.

### **European Privacy Rights for EEA Residents.**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your personal data) if we intend to use your personal data for such purposes or if we intend to disclose your personal data to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your personal data. You can also exercise the right by contacting us directly.

In certain circumstances, you have the right to: (a) request access to any personal data we hold about you and related data, (b) obtain without undue delay the rectification of any inaccurate personal data, (c) request that your personal data be deleted provided that the personal data is not required by us for (i) compliance with a legal obligation under European or Member State law or other applicable law or (ii) the establishment, exercise or defense of a legal claim, (d) prevent or restrict processing of your personal data, except to the extent processing is required (i) to comply with a legal obligation under European or Member State law or applicable law or (ii) for the establishment, exercise or defense of legal claims; and (e) request transfer of your personal data directly to a third party where this is technically feasible.

If you are an EEA Resident in France, you also have the right to set guidelines for the retention and communication of your personal data after your death.

If you reside in a jurisdiction other than the European Economic Area, you may also have similar rights to the above. Please contact us at [privacy@liquidframeworks.com](mailto:privacy@liquidframeworks.com) if you would like to exercise one of these rights, and we will comply with any request to the extent required under applicable law.

In addition, where you believe that we have not complied with its obligation under this Privacy Policy or European law, you have the right to make a complaint to an EU Data Protection Authority, such as the UK Information Commissioner's Office.

You can exercise any of these rights by contacting us at [privacy@liquidframeworks.com](mailto:privacy@liquidframeworks.com) or write to us at: LiquidFrameworks, 24 Greenway Plaza, Suite 405, Houston, TX 77046, USA.

### **How Long We Store Your Personal Data**

We will only retain your personal data, in a form which permits us to identify you, for as long as necessary to fulfil the purposes we collected it for. We will retain and use your personal data as necessary to satisfy any legal, accounting or reporting requirements, to resolve disputes or to enforce our agreements and rights. After that, we will either securely delete or anonymize your personal data so that it cannot be linked back to you.

### **Data Security**

We understand that the security of your information, including personal data is important. We provide reasonable administrative, technical, and physical security controls to protect your personal data. The personal data is hosted on Salesforce's hosting servers which provide advanced strict security standards (both physical and logical). However, despite our efforts, no security controls are 100% effective and LiquidFrameworks cannot ensure or warrant the security of your personal data. Any transmission of personal data is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Site.

The safety and security of your data also depends on you. Where we have given you (or where you have chosen) a password for access to and use of certain parts of the FieldFX Solution and/or the other LF Services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of any of the LF Services. The information you share in public areas may be viewed by any user of the Site.

### **Changes to Our Privacy Policy**

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the home pages of the Site for at least 30 days. If we make material changes to how we treat our users' personal data that are materially less protective than provided in this policy, we will use reasonable efforts to notify you by e-mail to the e-mail address specified in your account and/or through a notice on the home pages of the Site and to attempt to get your consent to the changes. The date the privacy policy was last updated is identified above. You are responsible for ensuring that we have an up-to-date active and deliverable e-mail address for you, and for periodically visiting the Site and this privacy policy to check for any changes. Like our Terms, of which this privacy policy is a part, your use, and/or

continued use after our efforts to contact you, of the Site, the FieldFX Solution or any of the other LF Services, means that you agree to be bound by such changes.

### **Survival**

The policies indicated in this privacy policy will remain effective, even if the Terms and the other agreements between us are terminated and you are no longer using the Site, the FieldFX Solution or any of the other LF Services.

### **Contact Information**

To ask questions or comment about this privacy policy and our privacy practices or need to reach us for any other reason, you may contact us by e-mail at [privacy@liquidframeworks.com](mailto:privacy@liquidframeworks.com) or by mail at LiquidFrameworks, Inc., 24 Greenway Plaza, Suite 405, Houston, TX 77046, USA.

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