

Privacy Policy

Sentier Strategic Resources, LLC

Sentier Strategic Resources, LLC, established in 2009, is a market and user research and design firm headquartered in Austin, Texas. Through primary research, Sentier Strategic Resources, LLC aids clients in understanding the requirements and preferences of their clients.

First and foremost, Sentier Strategic Resources, LLC is committed to maintaining the privacy and security of personal information of all research participants and visitors to our website. We are not a marketing company and do not conduct sales or direct marketing, nor do we provide personal information to be used for direct contact sales or marketing purposes. Please view our company website at www.sentier.com to learn more about our company. Please contact Kelly Terry, Managing Partner with any questions or concerns regarding privacy at 512-687-6260, or email us at contact@Sentier.com. Please put "Privacy" as the subject.

Information Collected for Research Purposes

Sentier Strategic Resources, LLC adheres to the mandated MRA Code of Standards and Ethics for Survey Research established by the Marketing Research Association (MRA), a professional association that sets the guidelines and standards for the research profession. These standards include requirements for the protection of personal information and information that can/may identify a respondent. For more information on the MRA and the Code of Ethics, please visit <https://www.insightsassociation.org>.

Personal information provided to Sentier Strategic Resources, LLC is considered confidential and is combined with information gathered from other research participants and is shown in aggregate unless otherwise evident (or indicated) within our surveys or in consent agreements required for participation in our studies. If we indicate that personal information may be included in the research findings, we ensure that the information will be treated according to the standards outlined in this Privacy Policy.

Sentier Strategic Resources, LLC will never mislead a participant regarding the nature of the research or how the information will be used. (For more on this, please see the section titled "Disclosure of Personal Information" below.)

Sentier Strategic Resources, LLC respects the respondent's right to withdraw or to refuse to cooperate at any stage of a research study and does not use any procedure or technique to coerce or imply that cooperation is obligatory. Respondent cooperation is strictly on a voluntary basis. Respondents are entitled to withdraw from any research effort at any stage or to refuse to cooperate in a research project.

Respondents are informed at the outset if an interview/discussion is being audio or video recorded by any means and will, if required, obtain written consent if the recorded interview/discussion will be viewed by a third party or reproduced for outside use.

Only information that is voluntarily provided is collected by Sentier Strategic Resources, LLC and that information is collected for the purpose of assisting us to know when a study might be a good fit for an individual based on demographics and/or other profile information. If you agree to participate in a research study, we may collect other demographic, firmographic, profile, preference or behavioral information in order to assist in accurately analyzing the data collected in the research study. We will never share your personal information with any third party without your express consent.

Personal information is safeguarded on secure systems. Our website or research software may include hyperlinks to websites outside of the Sentier Strategic Resources, LLC domain, therefore we recommend that you read the Privacy Policy or Statement for each site visited, as data collection privacy policies may vary on hyperlinked sites not owned by Sentier Strategic Resources, LLC.

Collection and Use of Email Addresses and Other Personal Information

Sentier Strategic Resources, LLC has personal email addresses in its email system or data files that are acquired through various methods, including:

- Requests for information submitted to our web site voluntarily
- Emails/phone numbers sent to Sentier Strategic Resources, LLC voluntarily, or provided directly to an employee of Sentier Strategic Resources, LLC
- Research surveys completed for Sentier Strategic Resources, LLC voluntarily
- Clients who have opted into third-party research panels or databases with the purpose of sharing opinions and data with research firms.

The CAN Spam act of 2003, applies specifically to commercial emails sent for the purpose of sales or direct marketing. Although Sentier Strategic Resources, LLC does not fall into this category because we never participate in sales or direct marketing, we do voluntarily observe the CAN SPAM act requirements that can be applied to research. Sentier Strategic Resources, LLC does use email as a means of communicating to known clients and customers, and by providing this information, individuals are consenting to be reached via this method. When email is used to invite respondents to participate in research activities, the following procedures are used to ensure we do not send SPAM:

- We clearly identify ourselves and/or the client when sending an invitation, whichever is appropriate and/or allowed
- We provide contact information should there be any questions or concerns
- We provide the option to be removed from future email research invitations
- We reuse email addresses only as legitimate follow up to research projects

Disclosure of Personal Information

Under certain atypical circumstances, Sentier Strategic Resources, LLC may be required or permitted by law or court orders to collect, use, and/or disclose personal information and notice may not be required in some cases.

In the event that Sentier Strategic Resources, LLC participates in a sale, merger, liquidation, dissolution, reorganization or acquisition of its company, the acquiring party would agree to be bound by the terms of the Sentier Strategic Resources, LLC Privacy Policy before any information would be transferred.

Personal information may also be disclosed when consent or survey instruments clearly state that the information will be disclosed or, when a participant makes a request during the research that can only be fulfilled by disclosing information from these documents.

How Data is Processed

Only authorized Sentier Strategic Resources, LLC employees, vendors, contractors or partners carrying out authorized and legitimate business functions are allowed to access any Sentier Strategic Resources, LLC data or databases.

Vendors, contractors, or partners who have access to research information in connection with providing services for or with Sentier Strategic Resources, LLC are required, at a minimum, to sign a Confidentiality Agreement. The Confidentiality Agreement requires them to keep the information confidential; they are not permitted to use this information for any purpose other than to carry out the services they are performing for Sentier Strategic Resources, LLC and, if they do, they are doing so without the consent or authorization of Sentier Strategic Resources, LLC.

Sentier Strategic Resources, LLC employees are also required to sign a Confidentiality Agreement in which they agree to keep all project and respondent personal information confidential. Employees who violate the Confidentiality Agreement are subject to disciplinary actions, up to and including termination of employment, when appropriate.

Data Collected When Visiting our Website

Sentier Strategic Resources, LLC may collect certain information automatically when you use our website, including without limitation Log files, Internet Protocol (IP) address, browser type, ISP, browser language, the date and time of your request, operating system, referring/exiting pages, clickstream data, and plug-in information. We may also collect other browsing information, such as date and time you visited our Site, number of pages you viewed, time in seconds you spend on each page. We use this information to analyze web traffic to our site. We do not sell this information to any third party or use it to contact you directly.

If you are visiting our website from a country other than the country in which our servers are located, your communications with us will result in the transfer of information across international boundaries. By visiting our website and communicating electronically with us, you consent to such cross-border transfers.

Our website may also contain other links to external websites, and areas where you can provide information to third parties. These are provided for your convenience only, and we do not have control over the content or privacy and security practices and policies of such third parties or third-party sites. Any

personal information you provide in such areas, and on such linked pages, is provided directly to that third party and is subject to that third party's privacy policy. Please learn about the privacy and security practices and policies of external websites and third-parties before providing them with personal information.

Security of Information

At Sentier Strategic Resources, LLC, we are committed to keeping personal data secure and take all reasonable precautions to protect personal information from loss, misuse or alteration. Data is stored on our internal network servers that are protected by firewalls or cloud servers that use encryption to protect data as well as other appropriate security mechanisms. Nothing is more important than respecting and protecting the privacy of our respondents, including any and all personal information you share with our company. However, we cannot guarantee the security of information on or transmitted via the Internet. We rely on various security procedures and systems to ensure the secure storage and transmission of data, including encryption and authentication technology licensed from third parties, to effect secure transmission of confidential information. Additionally, we have absolutely no control over the security of other sites you might visit, interact with, or do business with.

If we learn of a security systems breach, we may attempt to notify you electronically so that you can take appropriate protective steps, by posting a notice on the Site if a security and/or sending an email to you at the email address you have previously provided to us. Depending on where you live, you may have a legal right to receive notice of a security breach in writing. To receive a free written notice of a security breach, or to withdraw your consent from receiving electronic notice, you should notify us.

Children's Privacy

As part of our internal policies to safeguard our respondents' personal information and in adherence to the marketing research industry's recruiting best practices, Sentier Strategic Resources, LLC does not knowingly make direct contact with children under the age of 15 to participate in research studies. If we require participation in a research study from children under the age of 15, we will first contact the parent or legal guardian to arrange and determine eligibility of children for the research as well as encourage the parent or legal guardian to closely monitor and participate in the research activities. If you are the parent or legal guardian of a child whose information is stored in our systems, you may at any time request to review, in its entirety, the information of your child which we have collected. To do so, please send an email directly to "privacy" 'at' Sentier.us.com, or phone us at 512.687.6260 and ask to speak with the Managing Partner, Kelly Terry.

Participant Database

Sentier Strategic Resources, LLC does not offer or maintain a Participant Database for the purpose of inviting respondents to participate in research activities. However, we contract with vendors who do maintain such databases to provide recruiting services. We recommend that you read the Privacy Policy or Statement for any recruiting vendor who may contact you on our behalf, as data collection privacy policies may vary for companies not owned by Sentier Strategic Resources, LLC.

Information provided by participants in registration questionnaires provided to Sentier by our recruiting vendors is provided voluntarily and is used for the purpose of identifying eligibility for participation in future research. Follow up questions may be necessary to qualify a respondent for specific research studies,

thus registration does not guarantee eligibility or invitation to any/all studies.

Other Important Information

All disputes arising under this Policy shall be governed by and interpreted in accordance with the laws of the State of Texas, without regard to principles of conflict of laws. The parties to this Policy will submit all disputes arising under this agreement to arbitration in Austin, Texas, before a single arbitrator of the American Arbitration Association (“AAA”). The arbitrator shall be selected by application of the rules of the AAA, or by mutual agreement of the parties, except that such arbitrator shall be an attorney admitted to practice law in Texas. No party to this Policy will challenge the jurisdiction or venue provisions as provided in this section. No party to this Policy will challenge the jurisdiction or venue provisions as provided in this section. Nothing contained herein shall prevent the party from obtaining an injunction.

Sentier Strategic Resources, LLC reserves the right to modify and/or to update this policy and its related business practices at any time with no notice. The most recent Privacy Policy posted on the company website or research forum is considered the current one. Please view this Privacy Policy on a regular basis.