

Privacy Policy: Research Participants

Sentier Strategic Resources, LLC

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

First and foremost, Sentier Strategic Resources, LLC is committed to maintaining the privacy and security of personal information of all research participants. 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, facility, recruiting, and team. 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 <http://www.mra-net.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 with the strictest of trust.

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.

Registration for Participant Database

Only information that is voluntarily provided is collected by Sentier Strategic Resources, LLC and the 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 household information. We do not place any files or programs on your computer while you are visiting our website. Some limited information, such as IP addresses and originating web sites, might be sent by individual browsers to help them understand how our web site is used.

Personal information is used only for the purpose stated (for marketing research) and is safeguarded on secure systems.

Our website or survey 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 Communication

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 provided email addresses/phone numbers for research purposes

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.

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.

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 survey information 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 survey activities. If you are the parent or legal guardian of a child whose information is stored in our Participant Database, you may at any time request to review, in its entirety, the information of your child which we maintain in that database. 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 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 survey 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.

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.