

## **RELAY PRIVACY POLICY**

Your privacy is of the highest importance to our organization. Your registration information, as well as other personally identifiable information that you provide us about yourself on our sites, is subject to our Privacy Policy.

Relay Heroes Today Leaders Tomorrow (Relay HTLT) is committed to building user trust and confidence by promoting, and complying with, business practices that help protect the privacy of our customers and user data. This Privacy Policy covers all information collected by Relay.

Relay has prepared this Privacy Policy to describe to you, or if you represent an entity or other organization, that entity or organization (in either case, "you," "your," or "user") our practices regarding the personal information that Relay collects, uses, and shares. Relay reserves the right, at any time, to modify this Privacy Policy. If we make revisions that change the way we collect, use, or share personal information, we will post those changes in this Privacy Policy. You should review this Privacy Policy periodically so that you keep up to date on our most current policies and practices. We will note the effective date of the latest version of our Privacy Policy at the end of this Privacy Policy.

Please read this Privacy Policy carefully to understand Relay's views and practices regarding your personal information and how we will treat it. By visiting this Platform, you are freely accepting and consenting to the practices in this Privacy Policy. You may withdraw your consent at any time and for any reason with effect to future data processing by contacting us at the address listed below in the Section titled "Communications." Without your consent, Relay will use personal information only insofar as such processing is permitted by applicable law (e.g., for the performance of a contract or agreement between Relay and you) or where such processing is necessary for compliance with a legal obligation to which Relay is subject.

### **Collection of Personal Information**

Through your interactions with Relay, we collect "personal information," which is information that identifies an individual or relates to an identified individual. Non-personal information means information that does not directly identify an individual. We collect both types of information about you. The following provides some examples of the type of data that we collect from you:

In addition to the information that we collect from you directly, we may also receive information about you from other sources, including third parties, business partners, our affiliates, or publicly available sources.

## Use of Personal Information

In addition to the uses described above, Relay uses the personal information collected to improve your experience, provide services to you, and communicate with you about information that you request. Relay may also use personal information to help target specific offers to you and to help Relay develop and improve its services. Additionally, Relay may use your personal information:

- ② To identify you when you access and use any Sites or Applications.
- ② To administer Accounts.
- ② To provide services and content to our clients.
- ② To provide you with products and services you request or that maybe be of interest to you.
- ② To streamline your checkout process.
- ② To send marketing and promotional materials, including information relating to products, services, sales, or promotions.
- ② To respond to your inquiries related to support, employment opportunities, or other requests.
- ② To conduct research and analysis.
- ② For internal administrative purposes and to manage our relationship with you.

## Sharing of Personal Information

In addition to the specific situations discussed elsewhere in this Privacy Policy, Relay may disclose personal information in the following situations:

- ② Other Disclosures with Your Consent. We may ask if you would like us to share your information with other unaffiliated third parties who are not described elsewhere in this policy, and we may do so with your consent.
- ② Other Disclosures without Your Consent. We may disclose personal information in response to subpoenas, warrants, or court orders, in connection with any legal process or to comply with relevant laws. We may also share your personal information in order to establish or exercise our rights, to defend against a legal claim, to investigate, prevent, or take action regarding possible illegal activities, suspected fraud, the safety of person or property, or a violation of our Terms of Use, or to comply with your request for the shipment of products to or the provision of services by a third-party intermediary.
- ② Public. Some of our Sites or Applications provide the opportunity to post comments, or reviews, in a public forum. If you decide to submit information at these locations, that information may be publicly available.
- ② Service Providers. We may share your personal information with service providers. Service providers may help us administer our website, plan or facilitate events or travel, conduct surveys, provide technical support, or send marketing, promotions, and communications related to our business, payment processing, and other legitimate purposes permitted by law.

## **Security of Personal Information**

Relay has implemented reasonable and appropriate security measures to help protect the personal information Relay collects from loss, misuse, unauthorized access, disclosure, alteration, and destruction. Although Relay attempts to protect the personal information in its possession, no security system is perfect. Relay cannot promise that your personal information will remain secure in all circumstances.

## **Retention of Personal Information**

Relay will retain your personal information as needed to fulfill the purposes for which it was collected. Relay will retain and use your personal information as necessary to comply with Relay's business requirements and legal obligations, resolve disputes, protect our assets, and enforce our agreements.

## **Data Integrity and Purpose Limitation**

Relay limits the use of personal information to ways that are compatible and relevant to the purposes for which the personal information was collected or subsequently authorized or for which consent was obtained. Relay will take reasonable steps to ensure that personal information is reliable for its intended use, accurate, complete, and current.

## **Cross Boarder Transfer of Personal Information**

Relay may transfer your personal information to Relay's entities in the United States or third parties as described in this Privacy Policy located in various countries around the world. Using Relay's Platform or providing any personal information to Relay, where applicable law permits, you consent to transferring, processing, and storing such information outside of your country of residence, where data protection standards may differ. When Relay collects information in one country and transfers it to another, to the extent possible, it applies the same level of data protection required under the laws in the first country, even when the data is in the second country. In particular, users in the European Union should be aware that while the European Commission has not found United States law to adequately protect the rights of data subjects, Relay takes reasonable precautions to ensure that all processing activities conducted on our behalf are compliant with the European Union General Data Protection Regulation.

## **Dispute Resolution**

Relay commits to resolving complaints about your privacy and our collection or use of your personal information. European Union individuals with questions or concerns about our use of personal information or our privacy policy should submit a written request to us using the information in the "Communications" section below.

Relay commits to cooperate with European Union data protection authorities (DPAs) and comply with the advice given by such authorities with regard to human resources data transferred from the European Union in the context of the employment relationship.

### **Communications**

Questions, concerns, or complaints should be directed to our privacy agent as follows:

- ② By phone: +1-469-718-9787
- ② By e-mail: [info@relayheroes.org](mailto:info@relayheroes.org)

If Relay is required to contact you about your personal information, we may do so by mail, phone, or e-mail, we will not text you to confirm personal information.

**Effective as of December 2024**