

Privacy Policy

Tri-Cities Wine Lab LLC Privacy Policy

Last Modified: August 1, 2023



Introduction

Tri-Cities Wine Lab LLC ("Company" or "We") respect your privacy and are committed to protecting it through our compliance with this policy. This policy describes the types of information we may collect from you or that you may provide when you visit the website www.TriCitiesWineLab.com (our "Website"), contact us through email, text, other electronic messages, and other offline messages between you and our staff and our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies to information we collect on this Website, in e-mail, text and other electronic messages as well as offline communications. It does not apply to information collected by us through any other means, including on any other website operated by the Company or any third party, including through any application or content (including advertising) that may link to or be accessible from the Website.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website or services. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see *Changes to our Privacy Policy* below). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Children's Privacy

Our Website is not intended for children under 18 years of age. We do not knowingly collect or solicit any information from anyone under the age of 18, or knowingly allow such persons to register for any of our services. If you are under age 18, please do not attempt to register for any Company services or send any information about yourself to us, including your name, address, telephone number, and/or email address. In the event that we learn that we have received any such information from a child under the age of 18, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under the age of 18, please contact us at

Quinton@TriCitiesWineLab.com. By using the Website, you represent and warrant that you are of legal age to form a binding contract.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our services, including information:

- by which you may be personally identified, such as name, postal address, e-mail address, telephone number, and fax number, any other identifier by which you may be contacted online or offline, and any information about you (e.g., your gender and occupation) that we maintain in personally identifiable form in combination with an identifier described above ("personal information"); and/or
- about your internet connection, the equipment you use to access our Website and usage details.

We collect this information directly from you when you provide it to us and automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses and information collected through cookies.

Information You Provide to Us

The information we collect on or through our Website, email, text, other electronic messages, and other offline messages may include:

- Information that you provide by filling in forms on our Website or digitally sent to you by email. This includes information provided at the time of registering to use our Website, subscribing to our service, digital communications, or requesting further services. We may also ask you for information when you report a problem with our Website.
- Records and copies of your correspondence (including e-mail addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out and of the fulfillment of your orders through our Website, email, text, other electronic messages, and other offline messages.

Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions and patterns, including:

- Details of your visits to our Website, including traffic data, logs and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system and browser type.

The information we collect automatically is statistical data and does not include personal information, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service.

The technologies we use for this 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 our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.

We do not respond to Do Not Track requests or other such mechanisms from users' browsers. Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

Third-Party Services

We use third-party analytics services, such as Google Analytics to help understand your usage of our services and increase the functionality of the Website. For more information on the privacy practices of Google Analytics, please

<http://www.google.com/intl/en/policies/> for links to GA's privacy policy and terms of use. If you would like to opt out of having this information collected by or submitted to Google Analytics, please contact us at Quinton@TriCitiesWineLab.com.

Your Washington State Privacy Rights

Washington residents may request from us certain information with respect to the types of personal information we share with third parties for direct marketing purposes by such third parties, if any, and the identities of the third parties with whom we have shared such information during the immediately preceding calendar year. To request a copy of this information, please contact us at Quinton@TriCitiesWineLab.com.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Website and its contents to you.
- To provide you with information, products or services that you request from us.
- 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 our Website or any products or services we offer or provide through it.
- To contact you about our own and third parties' goods and services that may be of interest to you. If you do not want us to use your information in this way, you have the option of unsubscribing from such contact by clicking on the appropriate link in such communication or contacting us at Quinton@TriCitiesWineLab.com
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

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 information that we collect or you provide as described in this privacy policy and in accordance with applicable law:

- To contractors, service providers and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of the assets of Tri-Cities Wine Lab LLC, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which personal information held by Tri-Cities Wine Lab LLC about our users is among the assets 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 information:

- To comply with any court order, law or legal process, including to respond to any government or regulatory request.

- To enforce or apply our terms of use 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 Tri-Cities Wine Lab LLC, our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information 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. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

Promotional Offers from the Company

If you do not wish to have your e-mail address or other contact information used by the Company to promote our products or services, you can opt-out by clicking the appropriate link in the relevant communication or by sending us an e-mail stating your request to Quinton@TriCitiesWineLab.com. If we have sent you a promotional e-mail, you may send us a return e-mail asking to be omitted from future promotional e-mail distributions.

Accessing and Correcting Your Information

You can change your personal information by submitting an updated New User Form from the Website. You may also send us an e-mail at Quinton@TriCitiesWineLab.com to correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your Client account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any personal information will be encrypted using SSL technology.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website, email or other digital communications. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website, email provider or other digital communications..

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on the Website. If we make material changes to how we treat our users' personal information, we will notify you through a notice on the Website home page at TriCitiesWineLab.com. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable e-mail address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:
Quinton@TriCitiesWineLab.com or (208) 550-1984