



**Trieve Technologies, LLC**

# **Privacy Policy**

**Effective Feb 2026**

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## Purpose and Compliance

This Information Security & Privacy Policy (this “Policy”) of Trieve Technologies, LLC (“TrieveTech”, “we” or “us”) sets forth our commitment to compliance with all applicable state and federal laws regarding the collection, use, storage, and protection of information obtained from you through our website (“Site”) and/or mobile applications (“Services”). Specifically, this Policy describes the types of information we collect, the purposes for which we use such information, the legal bases for processing, where and how long we store information, with whom we may share it, our use of tracking technologies and communications, our security practices, your rights and choices regarding your information, our policy concerning children, and how to contact us with any concerns regarding this Policy or your privacy. This Policy is designed to ensure compliance with all relevant legal requirements and industry standards as of February 10, 2026.

Please read this Policy and make sure that you fully understand and agree to it. If you do not agree to this Policy, please discontinue and avoid using our Services.

## Information We Collect

We collect the following main categories of information (and to the extent one or more of them may enable the identification of a specific person or is linked to such potentially identifying data, we will deem it “Personal Information”). For the avoidance of doubt, information that has been aggregated and anonymized such that it cannot reasonably be used to identify any individual is not considered Personal Information under this policy.

Device Information. When you visit the Site, interact with or use our Services, we automatically collect certain information about your device, either independently or with the help of third-party services, including through the use of “cookies” and other tracking technologies (as further detailed below). Such data consists of sensor, location, connectivity, technical and aggregated usage data, such as your GPS/GNSS location data; home and work locations; IP addresses, wireless networks, cell towers and Wi-Fi access points; non-identifying data regarding a device, operating system, and browser; activity, communication, and performance logs; issues and bugs; and user activity on our Services. This data does not enable us to learn your true identity or contact details, and serves mostly to improve the overall performance of our Services, and to better understand how our users typically use our Services and how we could improve their user experience. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site.

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- “Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.

Use Information. We collect information about how you use our Services, including your access times, log-in and log-out information, browser types and language, Internet Protocol (“IP”) addresses, mobile device and operating system, any specific page you visit on our platform, content you view, features you use, the date and time of your visit to or use of the Services, your search terms, and date about how you interact with our Services.

Information You Provide. Additionally, when you register or attempt to register for our Services, we collect certain information from you which may include your name, billing address, shipping address, payment information (including bank account and credit card numbers), email address, and telephone number. We also require you to provide us with additional personal information to confirm verification and identification.

Financial information. We collect information such as billing address, credit card numbers, photograph, and/or other proof of identification in order to verify your identity and other publicly available information. We store credit card information, and save your credit card information to facilitate scheduled and future payment purposes for your convenience. We may also collect withholding allowances and tax filing status.

Transaction Information. When you use our Services to make or accept payments, we collect information about the transaction, as well as other information associated with the transaction such as the date of the transaction, description of the transaction, the payment amounts, and any merchant information, including information about any payment instrument used to complete the transaction, device information, and geolocation information.

Information from Third Parties. We also collect information about you from third parties relating to identity and account verification process, credit investigation, fraud detection process, or collection procedures, in addition to any publicly available information. We also may receive information about you from outside records of third parties, such as marketing-related or demographic information. We may supplement the information we collect about you through the Website and the Services with such information from third parties in order to enhance our ability to serve you, to tailor our content to you and/or to offer you opportunities to purchase products or services that we believe may be of interest to you. If we combine such data with information we collect through the Website or the Services, such information is subject to this Policy unless we have disclosed otherwise.

Other Information Related to Use of our Services. We may collect additional information from or about you when you communicate with us, contact our customer support teams or respond to a survey.

#### Electronic Fund Transfers (“EFTs”) and TrieveTech Account Balances

Payment capabilities are currently NOT facilitated by TrieveTech.

TRIEVETECH DOES NOT KNOWINGLY COLLECT PERSONAL INFORMATION FROM CHILDREN UNDER THE AGE OF 13.

If you are under the age of 13, please do not submit any Personal Information through this Site. We encourage parents and legal guardians to monitor their children’s internet usage and to help enforce this Policy by instructing their children never to provide Personal Information on this Site without their

permission. If you have reason to believe that a child under the age of 13 has provided Personal Information to TrieveTech via this site, please contact us and we will endeavor to delete that information from our databases.

## How we use your Personal Information

TrieveTech and its affiliates may use your Personal Information for a number of purposes, including as necessary for the performance of our Services; for complying with applicable law; and based on our legitimate interests in maintaining and improving our Services and offerings, understanding how our Services are used, optimizing our marketing, customer service and support operations, and protecting and securing our users, ourselves, and members of the general public.

The personal information collected on this Site will be used to provide and improve the Services you have requested or authorized to provide for a better user experience. This includes collecting Personal Information for monitoring and analyzing trends and usage; identifying you when you sign in to your accounts and verify your identity; developing new products and services; send you information and support you request (for example, in the form of emails, mailings and the like) regarding to respond to support inquires, to share information about our products, to enhance the safety and security of our Services; services and promotional offers that we think may interest you, and for billings and collection purposes; processing or recording transactions; displaying and maintaining your historical transaction information; improving and analyzing performance of the Site and the Services; tracking and analyzing trends and usage in connection with your use or our performance of the Services; comparing information with third parties for verification purposes; preventing potentially fraudulent, prohibited or illegal activities; enforcing our Terms of Services and other usage policies; delivering information and support you request; complying with legal requirements; and for any other purposes discloses at the time the information is collected or to which you consent.

We also use Personal Information to verify and authenticate the identity of our users in order to comply with fraud monitoring, prevention and detection obligations, laws associated with the identification and reporting of illegal and illicit activity, such as AML (Anti-Money Laundering) and KYC (Know-Your-Customer) obligations, and financial reporting obligations to prevent money laundering and financial crimes. These obligations are imposed on us by the operation of law, industry standards, and by our financial partners, and may require us to report our compliance to third parties, and to submit to third party verification audits.

We may use Personal Information for research purposes and may provide such information to third parties in both aggregated and unaggregated forms, provided that any aggregated or anonymized data does not identify any individual. For example, we might inform third parties regarding the number of users of our Site and the activities they conduct while on our Site. Other ways we may use your information and share it with third parties are further elaborated below in this section. We may also disclose aggregated user statistics to describe our Services to current and prospective business partners, and to other third parties for lawful purposes. Aggregated and anonymized data is not considered Personal Information under this policy and may be used, shared, or sold without restriction.

TrieveTech may use, share, and sell aggregated and anonymized data for any purpose, including commercial purposes, provided that such data does not identify any individual. Such aggregated and anonymized data is not considered Personal Information under this policy and may be used or disclosed

without restriction. This provision applies regardless of any other statements in this policy regarding the sharing or disclosure of Personal Information.

We may release Personal Information to third parties: (1) to comply with valid legal requirements such as a law, regulation, search warrant, subpoena, or court order; or (2) in special cases, such as in response to a physical threat to you or others, to protect property, or to defend or assert legal rights. In the event that we are legally compelled to disclose your Personal Information to a third party, we will attempt to notify you unless doing so would violate the law or court order. When we share Personal Information with third parties, we ask that they agree in writing to abide by our Privacy Policy. For clarity, these requirements do not apply to aggregated or anonymized data that does not identify any individual, as such data is not considered Personal Information under this policy.

We, like many businesses, sometimes hire other companies to perform certain business-related functions to enable our Services to work better. Examples include banking and processing partners, credit card companies, security and audit providers, hosting service providers, and payment processing providers. When we employ another company to perform a function of this nature, we provide them with the information that they need to perform their specific function, which may include Personal Information.

If we or all or substantially all of our assets are acquired, we expect that the information that we have collected, including personal information, would be transferred along with our other business assets.

We also may use your Personal Information to provide you with targeted advertisements or marketing and events-related communications we believe may be of interest to you relating to our Services, promotional offers, events and surveys.

We may use your contact information in the future to notify you of important things, including but not limited to new or expanded Services capabilities, pending payment deadlines, or promotions from TrieveTech or our partners. We may contact you via email, mail and/or through SMS or text messages. If we send you marketing emails, each email and/or SMSs or text messages will contain instructions permitting you to “opt out” of receiving future marketing or other communications.

We do not disclose, sell, or rent your personal information to third parties for their direct marketing purposes, except as permitted by applicable law or with your explicit consent. Trieve Technologies, LLC reserves the right to use or disclose personal information as necessary to comply with legal obligations, protect its rights and property, or as otherwise permitted by law.

## Security of Personal Information

We have implemented technology and security policies, rules and other measures to protect the personal data that we have under our control from unauthorized access, improper use, alteration, unlawful or accidental destruction, and accidental loss. We also protect your information by requiring that all our employees and others who have access to or are associated with the processing of your data respect your confidentiality.

Although TrieveTech makes every reasonable attempt to secure your information, no data transmission or storage can be guaranteed 100% secure and free of errors. We cannot guarantee the security of our databases, nor can we guarantee that the information you supply will not be intercepted while being transmitted to and from us over the Internet. In particular, e-mail sent to or from us may not be secure,

and you should therefore take special care in deciding what information you send to us via e-mail. We encourage you to ensure your device has up-to-date security and anti-virus software.

## Retention of Personal Information

We will keep your Personal Information for as long as it remains necessary for the operation of the Site and the Services or as required by law, which may extend beyond the termination of our relationship with you. However, even after you close your account, we can retain copies of information about you and any transactions or Services in which you may have participated for a period of time that is consistent with applicable law, applicable statute of limitations or as we believe is reasonably necessary to comply with applicable law, regulation, legal process, or governmental request, to detect or prevent fraud, to collect fees owed, to resolve disputes, to address problems with our Services, to assist with investigations, to enforce our Terms of Service or other applicable agreements or policies, or to take any other actions consistent with applicable law. Personal Information will be retained only as long as necessary to fulfill the purposes for which it was collected or as required by law. Secure disposal procedures will be implemented for information no longer required.

## Right to Opt-out or Limit / Restrict Use

If you no longer desire to receive marketing-related emails from TrieveTech you have the choice to opt out via the unsubscribe link included in the emails or contact customer support at [CustomerService@TrieveTech.com](mailto:CustomerService@TrieveTech.com). We will attempt to comply with your request as soon as reasonably possible. If you elect to opt out of receiving marketing-related emails from us, we may still send you important administrative, business-related messages that are needed to continue providing you with the Services.

Individuals may have rights under applicable law to access, correct, delete, or restrict the processing of their personal information. Requests to exercise these rights should be submitted in writing by contacting Trieve Technologies, LLC at [CustomerService@TrieveTech.com](mailto:CustomerService@TrieveTech.com). Trieve Technologies, LLC will comply with such requests as required by law and reserves the right to verify the identity of the requester.

## Changes

We may update this Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

## Severability

If any provision of this Policy is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect.

## Contact Us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at [CustomerService@TrieveTech.com](mailto:CustomerService@TrieveTech.com).

## California Residents

If you're a California resident, you have certain privacy rights under California law, including the California Consumer Privacy Act of 2018 ("CCPA"). Any terms defined in the CCPA have the same meaning when used in this Policy.

The following summarizes the categories of information we may collect pursuant to definitions provided in the Personal Information Requests. You have the right to request that we tell you what personal information we have collected about you and how we have used it over the past 12 months. You may make this request for free, twice per year.

Once we receive and verify your request, we will provide you a report showing:

- The categories of specific Personal Information we have collected;
- The categories of sources of Personal Information;
- Our business purpose for collecting that Personal Information;
- The categories of third parties with whom we share that personal information; and
- The specific pieces of Personal Information collected about you.

Please note that we may deny your deletion request if retaining the information is necessary for us or our service providers to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *seq.*).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.

We will not discriminate against you for exercising any of your rights under the CCPA. Unless permitted by the CCPA, we will not:

- Deny you goods or services;
- Charge you different prices for goods or services, whether through denying benefits or imposing penalties;
- Provide you with a different level or quality of goods or services; or
- Threaten you with any of the above.



However, we may offer you certain financial incentives permitted by the CCPA that can result in different prices, rates or quality levels. Any CCPA-permitted financial incentive we offer will reasonably relate to your Personal Information's value and contain written terms that describe the program's material aspects. Participation in a financial incentive program requires your prior opt-in consent, which you may revoke at any time.

To exercise the access, data portability and deletion rights described above, please submit a verifiable consumer request to us by either: emailing us at [CustomerService@TrieveTech.com](mailto:CustomerService@TrieveTech.com) or contacting us via postal mail, proper postage prepaid at 525 N Cleveland Massillon Rd. Ste 204, Akron, OH 44333, Attn: Your California Privacy Rights.

Please indicate your preference as to how you would like us to respond to your request (i.e., email or postal mail).

Aggregated and anonymized data is not considered Personal Information under the California Consumer Privacy Act (CCPA) and is therefore not subject to the rights and obligations set forth in this section. As such, requests relating to access, deletion, or disclosure do not apply to aggregated or anonymized information that cannot be linked to any individual.

All requests sent via postal mail must be labeled "Your California Privacy Rights" on the envelope or postcard and clearly stated on the actual request. For all requests, please include your name, street address (if you would like a response via postal mail), city, state, and zip code.

Only you, or a personal registered with the California Secretary of State that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child. We may need to verify your identity before responding to your request, such as verifying that the email address or contact information from which you send the request matches your email address or contact information that we have on file. Authentication based on a government-issued and valid identification document may be required. We will not accept requests via telephone or fax. We are not responsible for notices that are not labeled or sent properly, or do not have complete information.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate and respond to it.

We cannot respond to your request or provide you with Personal Information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

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