

Privacy Policy

Last updated June 30, 2025

SCOPE

About This Policy

Summit Hosting LLC ("Summit Hosting", "Summit", "we", "us" or "our") respects the privacy of our visitors, customers, and users (also occasionally referred to as "you" or "your"). This Privacy Policy describes the types of information we may collect from you or that you may provide when you visit or use our www.summithq.com website ("Website"), log in to our platform, or use our application hosting services ("Services"), and our practices for collecting, using, maintaining, protecting, and disclosing that information.

By "visitors" we mean anyone who visits our Website, whether or not they become customers. By "customers" we mean the person or company that purchases our Services. By "users" we mean persons authorized by a customer to access the Services.

This Privacy Policy applies to data collected by us, or those working on our behalf, through information you enter or from data imported from authorized and approved sources. It does not apply to data collected through other websites, products, or services not approved by us.



If you are a resident of, or subject to the data privacy laws of, a country outside the United States, please see the additional provisions at the end of this Privacy Policy.

What This Policy Covers

- How and why we collect your Personal Information
- How your Personal Information is used and protected
- When and with whom we share your Personal Information
- What choices you can make about how we collect, use, and share your Personal Information
- How we store, transfer, and retain your Personal Information

What Counts as Personal Information

Personal Information means information that may be connected to you specifically as the individual to whom it relates – such as name, mailing address, email address, telephone number, and any other information defined as personally identifiable information by applicable laws ("Personal Information").

Personal Information does not include information that has been de-identified, pseudonymized, anonymized, or aggregated in such a way that the data can no longer be attributed to a specific individual by reasonable means ("De-Identified Personal Information").

We may also collect Personal Information offline (paper applications, phone calls, office visits) or through emails, text messages, or other electronic



communications. If we combine offline information with information collected through our Website, this Privacy Policy applies to the combined information.

Individuals Under the Age of 18

We do not knowingly collect, solicit, or maintain Personal Information from anyone under the age of 18. If you are under 18, please do not send any Personal Information about yourself to us. In the event we learn that we have collected Personal Information from a child under age 18 without verification of parental consent, we will use commercially reasonable efforts to delete that information from our database. Please contact us if you have any concerns.

Changes to This Privacy Policy

We may need to change this Privacy Policy from time to time. We will alert you to changes by placing a notice on our Website, by sending you an email, or by some other means. If you use the Services after any changes to the Privacy Policy have been posted, that means you agree to the updated Privacy Policy. Use of information we collect now is subject to the Privacy Policy in effect at the time such information is collected.

HIGHLIGHTS

Personal Information

We collect Personal Information from you or your users for various purposes — including corresponding with you, informing you about your account, security updates and product information, processing your application, providing you with Services, and processing your order. We may combine information we collect from you with information from other sources to improve accuracy and



completeness. We may also collect information relating to your use of our Website through various technologies, including cookies.

How We Use Your Data

- To create a user account
- To fulfill your requests
- To contact you for customer satisfaction surveys or market research
- To support products or services you have obtained from us
- To share with service providers who support our business
- To personalize your experience, make navigation easier, and for website usage statistics

Your Choices

- Tell us you don't want your information used for further marketing contact
- Turn off cookies in your browser settings
- Withdraw your consent to us using your Personal Information at any time
- Opt out of marketing emails by unsubscribing

Acknowledgement and Consent

By using or accessing our Website or the Services in any manner, you acknowledge that you accept the practices and policies described in this Privacy Policy and you hereby consent that we may collect, use, and share your information as described herein. If you do not agree with our policies and practices, your choice is not to use our Website or our Services.



As a customer or user, your use of the Website and our Services is at all times subject to our Application Hosting Services Agreement and our Terms of Service, each of which incorporates this Privacy Policy.

INFORMATION WE COLLECT

Information You Provide to Us

- Information provided by filling in forms on our Website, including at registration, when subscribing to or purchasing Services, or when requesting further information
- Records and copies of your correspondence, including email addresses, if you contact us
- Your responses to surveys that we might ask you to complete for research purposes
- Your search queries on the Website

Data Stored in Hosted Applications

While we do not directly collect any Personal Information of customers' users, the data our customers enter into the applications we host is stored on our servers and may contain Personal Information.

Automatic Data Collection & Cookies

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, traffic data, geolocation data, logs, your IP address, operating system, and



browser type. The technologies we use may include cookies, Flash cookies, web beacons, pixel tracking, clear GIFs, and IP address logging.

Essential Cookies: Required to allow you to browse our Website and use its functions. Without them, services such as shopping baskets and electronic invoicing cannot work.

Performance Cookies: Collect information on how our Website is used – such as which pages are visited most often – to help us optimize navigation. All information collected is aggregated and therefore anonymous.

Functionality Cookies: Enable our Website to remember choices you have made, such as geographical location, text size, font, and other customizable aspects. These cookies cannot identify you personally.

Web Beacons, Pixel Tracking & IP Address: Small electronic files and pixel tags permit us to count users who have visited certain pages or opened an email, measure advertisement effectiveness, and compile aggregate usage statistics. Our servers also automatically record log file information from your browser, including which pages you visited and your IP address. These log files are generally deleted periodically.

You may refuse to accept browser cookies by activating the appropriate setting in your browser; however, doing so may affect your experience on our Website.

Third-Party Tracking & Google Services



Some content on the Website is served by third parties who may use cookies or other tracking technologies to provide interest-based advertising or other targeted content. We do not control these third parties' tracking technologies. We use Google Analytics and have implemented Remarketing with Google AdSense and Google Display Network Impression Reporting. Google uses the DART cookie to serve ads based on previous visits to our Website and other sites on the internet. You can manage Google advertising preferences at the Google Ad Settings page or opt out via the Network Advertising Initiative.

HOW WE USE YOUR INFORMATION

Purposes for Using Your 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 process transaction payments via a third-party payment processor
- To provide you with notices about your account, including expiration and renewal notices
- To send you emails and newsletters with product, service, company, and other information
- To communicate regarding information, features, or offers we believe will interest you
- To respond to your questions or other requests
- To process applications and changes to your account information
- To notify you about changes to our Website, policies, terms, or services
- To allow you to participate in interactive features on our Website
- To fulfill any other purpose for which you provide it

De-Identified Personal Information is aggregated for system administration and to monitor Website usage – measuring visits, average time spent, pages viewed, and other statistics to help us evaluate how visitors use and navigate our Website so we can improve its content.

Notices & Opting Out

By providing us with your email address, you consent to our using it to send you service-related notices by email, including any notices required by law. We may also send you newsletters, feature announcements, or special offers. If you do not want to receive such messages, you may opt out by emailing us or by clicking "unsubscribe" at the bottom of our e-newsletters. You may not opt out of service-related emails. You may request deletion of your account by emailing us. It is your responsibility to maintain your current email address with us.

HOW WE SHARE YOUR INFORMATION

Third-Party Service Providers

We will never disclose, sell, or rent your identifiable Personal Information to third parties for commercial purposes. We may disclose your Personal Information to third parties who perform services on our behalf for the purpose of providing or improving the Services. Categories of third parties include:

- Hosting providers for the secure storage and transmission of your data
- Identity management providers for authentication purposes
- Database software providers for the management and tracking of your data

- Legal and compliance consultants, including external counsel, auditors, or tax consultants
- Payment solution providers for the secure processing of payments
- Outbound call center providers performing outreach on our behalf
- Survey and research providers who perform studies on our behalf

We require all third-party service providers to use your Personal Information only as necessary to provide the requested services, and each is subject to terms consistent with this Privacy Policy.

Legally Required Disclosures

We will not disclose Personal Information to any third party unless required to do so by law, court order, legal process, or subpoena, or if we believe such action is necessary to:

- Comply with applicable law or legal process served on us or our affiliates
- Investigate, prevent, or take action regarding suspected illegal activities
- Enforce our Terms, including for billing and collection purposes
- Take precautions against liability or defend against third-party claims
- Protect the security or integrity of our Website or Services
- Exercise or protect the rights, property, or safety of us, our users, or others

Business Transfers

You consent to our disclosure of your Personal Information to a potential or actual buyer or successor in the context of a merger, divestiture, restructuring, reorganization, dissolution, or sale or transfer of some or all of our assets,



whether as a going concern or as part of bankruptcy, liquidation, or other proceedings.

International Data Transfers

We are headquartered in the United States. The Personal Information we collect may be stored and processed in servers within or outside the United States and wherever we and our service providers have facilities around the globe. By using our Website or Services, you consent to the processing and transfer of your information in and to the United States, Canada, and other countries.

If you are located in the EEA or Switzerland, we provide adequate protection for the transfer of Personal Information through intercompany agreements based on the Standard Contractual Clauses.

SECURITY & DATA RETENTION

How We Secure Your Information

We have implemented measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure. Your Personal Information is contained behind secured networks and a firewall, accessible only by a limited number of persons required to keep it confidential. Payment transactions are performed using third-party payment processors with appropriate security procedures. Our Website is scanned regularly for security vulnerabilities.



Unfortunately, the transmission of information via the internet is not completely secure. While we do our best to protect your Personal Information, we cannot guarantee the security of information transmitted to us. Any transmission is at your own risk.

Your Account Security

You are responsible for keeping your password confidential and should not share it with anyone. Limit access to your computer and browser by signing off after each session. We will never email you to ask for your password. If you receive such an email, please forward it to us so we can investigate.

Data Retention

We will keep your Personal Information for as long as your account is active, or as long as we have a business purpose to do so, and thereafter no longer than is required or permitted by law or our records retention policy. Following termination or deactivation of your account, we may retain your Personal Information and maintain it as confidential, or we may delete it without notice to you. We may retain De-Identified Personal Information for as long as we choose.

Accessing, Changing, or Deleting Your Information

Through your account settings, you may access and, in some cases, edit or delete certain information you've provided to us, such as your name, password, email address, and user profile information. If you have any questions about viewing or updating information we have on file about you, please contact us.

YOUR RIGHTS

California Privacy Rights (CalOPPA)

Under California Civil Code Sections 1798.83–1798.84 (the "Shine the Light" law), California residents may request annually a notice identifying the categories of Personal Information we share with affiliates and/or third parties for marketing purposes. To make such a request, please contact us with "Request for California Privacy Information" in the subject line. We will comply within thirty (30) days or as otherwise required by statute.

As required by CalOPPA:

- Users can visit our Website anonymously by adjusting browser settings
- We honor Do Not Track signals and do not plant cookies or use advertising when a Do Not Track mechanism is in place
- We do not allow personalized third-party behavioral tracking

EEA & GDPR Rights

If you are a European citizen or resident, all processing of your Personal Information is performed in accordance with GDPR (EU) 2016/679. For purposes of the GDPR, we will be the "data controller" of Personal Information we collect through the Website, unless we collect such information on behalf of another controller, in which case we will be a "data processor."

Our legal basis for collecting and using your Personal Data will depend on the data concerned and the specific context of collection. We will normally collect Personal Data where it is necessary to perform contracted services, where processing is in our legitimate interests, or where you have given consent.

- Right to Access: Upon request, we will confirm processing of your Personal Information and provide a copy in a machine-readable format.
- Right to Rectification: You have the right to have us correct inaccurate or complete incomplete Personal Information.
- Right to Erasure: You may ask us to delete your Personal Information in certain circumstances, such as where we no longer need it.
- Right to Restrict Processing: You have the right to ask us to suppress processing of your Personal Information while we may still store it.
- Right to Object: You have the right to object to processing based on legitimate interests, direct marketing, or scientific research.
- Right to Data Portability: You have the right to obtain your Personal Information in a structured, commonly used, machine-readable format.
- Right to Complain: You have the right to file a complaint with a supervisory authority in your EU member state of habitual residence.
- Right to Withdraw Consent: Where we rely on your consent, you may withdraw it at any time without affecting the lawfulness of prior processing.

CONTACT US

If you have any questions about this Privacy Policy, our privacy practices, or for any other purposes, please contact us at support@summithq.com.

