

RONARY PRIVACY STATEMENT

Last updated: July 1, 2021

Your privacy and trust are important to us. This Privacy Statement explains how Ronary (“Ronary”, “we”, “us”, or “our”) collect, use, and share your personal information in connection with the website, application (including a mobile application), product, software, or service that links to this Privacy Statement (we call these our “Services”).

BY USING THE SITE AND/OR OUR SERVICES, YOU ARE CONSENTING TO THIS PRIVACY POLICY. THIS PRIVACY POLICY IS INCORPORATED INTO AND MADE PART OF OUR TERMS OF SERVICE. PLEASE READ THE ENTIRE PRIVACY POLICY AND ALSO OUR TERMS OF SERVICE CAREFULLY.

Information we collect

We collect information about you directly from you, from the other parties involved in transactions (like a mortgage lender or title company), from third-parties that provide services that we need in order to provide our services (like credential analysis companies that review your photo ID), and from your use of the site.

Most content is accessible without an account, but to use our Services you will usually need to sign up for one.

The type of personal information we collect depends on how you are specifically interacting with us and which Services you are using. Generally, we collect the following categories of personal information:

- **Contact Information**, such as name, alias, address, phone number, social media user ID, email address, and similar contact data.
- **Organization and Contacts Information**, such as your employer or organizations that you are a member of, information about your colleagues or those within your organization, your status with an organization, and similar data.
- **Account Information**, such as security-related information (including user names and passwords, authentication methods, and roles), service-related information (including purchase history and account profiles), billing-related information (including payment, shipping, and billing information), and similar data.
- **User Content**, such as content of communications, suggestions, questions, comments, feedback, and other information you send to us, that you provide to us when you contact us, or that you post on our Services (including information in alerts, folders, notes, and shares of content), and similar data.
- **Device & Browser Information**, such as network and connection information (including Internet Service Provider (ISP) and Internet Protocol (IP) addresses), device and browser identifiers and information (including device, application, or browser type, version, plug-in type and version, operating system, user agent, language and time zone settings, and other technical information), advertising identifiers, cookie identifiers and information, and similar data.
- **Usage Information and Browsing History**, such as usage metrics (including usage rates, occurrences of technical errors, diagnostic reports, settings preferences, backup information, API calls, and other logs), content interactions (including searches, views, downloads, prints, shares, streams, and display or playback details), and user journey history (including clickstreams and page navigation, URLs, timestamps, content viewed or searched for, page response times, page interaction information (such as scrolling, clicks, and mouse-overs), and download errors), advertising interactions (including when and how you interact with

marketing and advertising materials, click rates, purchases or next steps you may make after seeing an advertisement, and marketing preferences), and similar data.

- **Location Data**, such as the location of your device, your household, and similar location data.
- **Demographic Information**, such as country, preferred language, age and date of birth, marriage status, gender, military status, and similar data.
- **Your Image**, (front and back) of government-issued identification, still pictures, video, voice, and other similar data.
- **Identity Information**, such as government-issued identification information, last four digits of your Social Security number (for identity verification purposes) and similar data.
- **Documents** that you need to sign (and sometimes additional documents that do not require a signature).
- **Sessions** often involve an interactive audio and video conversation with a notary, which is recorded.

Sources of information

We collect personal information about you either directly from you, from certain third parties (such as your employer or the subscriber providing access to our Services), or from other sources (such as publicly available sources) as follows:

You provide personal information to us when you:

- Search for, subscribe to, or purchase our Services.
- Use our Services or otherwise interact with us.
- Create or maintain a profile or account with us.
- Purchase, use, or otherwise interact with content, products, or services from third party providers who have a relationship with us.
- Create, post, or submit user content on our Services.
- Register for or attend one of our events or locations.
- Request or sign up for information.
- Communicate with us by phone, email, chat, in person, or otherwise.
- Complete a questionnaire, survey, support ticket, or other information request form.
- When you express an interest in working with us or apply for a job or position with us.

We collect personal information automatically when you:

- Search for, visit, interact with, or use our Services (including through a device).
- Access, use, or download content from us.
- Open emails or click on links in emails or advertisements from us.
- Otherwise interact or communicate with us (such as when you attend one of our events or locations, when you request support or send us information, or when you mention or post to our social media accounts).

We also collect personal information about you from third parties, such as:

- Your organization and others with whom you have a relationship that provide or publish personal information related to you, such as from our customers when they arrange access to our Services for you or from others when they create, post, or submit user content on our Services that may include your personal information.

- Professional or industry organizations and certification / licensure agencies that provide or publish personal information related to you.
- Third parties and affiliates who resell or integrate with our Services.
- Service providers and business partners who work with us in relation to our Services and that we may utilize to deliver certain content, products, or services or to enhance your experience.
- Marketing, sales generation, and recruiting business partners.
- Credit bureaus and other similar agencies.
- Government agencies and others who release or publish public records.
- Other publicly or generally available sources, such as social media sites, public and online websites, open databases, and data in the public domain.

We do not sell your personal information.

This policy applies to any visitor to our website or user of our applications or services, including (i) casual visitors who do not sign up for an account, and (ii) visitors who have registered for an account or (iii) users who have been sent to us in order to complete a document or witness a signature.

Information you provide to third-parties

We use a third-party payment processor to accept payments. If you are paying for our services directly, you may be required to provide payment details to this third-party. Your interactions with our payment processor are subject to the processor's terms and privacy policy. We do not collect or store your payment information.

How We Handle Your Information

We use your personal information to:

- Provide, deliver, analyze, and administer our Services.
- Maintain the availability and security of our Platform.
- Improve the delivery and performance of our Services.
- Customize the content and experience, including pre-filling forms and anticipating the details of your transaction.
- Contact and communicate with you in connection with our Services or other notifications, programs, events, or updates that you may have registered for.
- Introduce you to products and services that we offer, and update you on news about our company.
- Send you offers, advertising, and marketing materials, including to provide personalized advertising to you.
- Comply with contractual, statutory and all other legal obligations.
- Detect and prevent fraud and abuse to ensure the security and protection of all customers and others, as well as to identify and authenticate your access to our Service or to identify and authenticate you before we provide you with certain information.
- Respond to legal processes and requests, like subpoenas and warrants.
- Investigate or prevent frauds and crimes and violations of our contracts and policies.
- Exercise our rights and to protect our and others' rights and/or property, including to take action against those that seek to violate or abuse our Services.

How we share and store your information

We share your information as follows:

- **You and other designated recipients.** Documents, audio/video recordings and other related information will be stored and shared with you and any party with the required consent to access the information. For

example, in a real estate transaction, this could include your lender or title agent. You or another party to a transaction may designate others who are permitted to access your information.

- **The notary.** In most cases, the notary’s “journal” (which includes some basic details about the transaction and the audio/video recording) belongs to the notary. We store this information as a service to the notary. The notary has access to this information in our system.
- **In some cases, based on public request.** The notary is often required to produce the journal information (which includes the audio/visual recording) to certain interested parties, and sometimes to any member of the public who requests it. We direct requests like this to the notary, who will decide whether sharing is required.
- **Support Community Users.** If you upload feedback to any public blog, message board system, or review capability that we provide, your user name and any information that you post, including, without limitation, reviews, comments, and text may be available to, and searchable by our users. Messages you send in our support channel will be viewable only by you and us.
- **Service Providers.** We disclose the information we collect from you to service providers, contractors or agents to provide the services that you request.
- **Affiliates.** We may disclose the information we collect from you to our affiliates or subsidiaries, in order to provide our services.
- **Mergers, acquisitions, and sales of business.** In cases of a proposed or actual merger or acquisition, or a sale of part of our business, or if we are involved in a bankruptcy, we may transfer the information we have collected from you.
- **Legal process or investigation.** We might also disclose the information we collect from you in order to comply with the law, a judicial proceeding, court order, or other legal process, such as in response to a court order, subpoena, or regulatory inquiry.
- **Claims, defenses, and prevention of fraud and crime.** We will disclose the information we collect from you where we believe it is necessary to support a claim or defense in litigation, to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, violations of our agreements and policies.

Cookies and monitoring

We use cookies and other tracking mechanisms to track information about your use of our Platform or Services.

Cookies are information that is stored on your computer for record-keeping purposes. Some cookies allow us to make it easier for you to navigate our Platform and Services, while others are used to enable a faster log-in process or to allow us to understand how you use our website and services. There are two types of cookies:

- **Session cookies.** Session cookies only live as long as you are logged into your account. We use session cookies to allow you to remain logged in. This allows us to process your online transactions and requests and without constantly re-verifying your identity.
- **Persistent cookies.** Persistent cookies remain on your computer after you have closed your browser or turned off your computer. We use persistent cookies to understand how frequently you visit our website, and for related statistical purposes.

Disabling cookies. Most web browsers automatically accept cookies by default, but if you prefer, you can edit your browser options to block them in the future. If you have cookies disabled on your browser, some features of our website and services may not work correctly.

Do Not Track. Currently, our systems do not recognize browser “do-not-track” requests. You can, however, disable certain tracking as discussed in this section.

Other tracking and monitoring

Pixels. We may use "pixel tags", small graphic images (also known as "web beacons" or "single-pixel GIFS"), to tell us what parts of our website have been visited or to measure the effectiveness of our search tools. We use a similar technique to measure the effectiveness of our web and search engine advertising.

Quality assurance. In order to improve our services and make sure that our customers and users have the best possible experiences, we monitor:

- **Communications.** We monitor all calls, chats, emails, and other communications you have with our customer support staff. In particular all voice calls are recorded and some may be monitored live.
- **Interactions with our website.** We are able to “replay” most of your interactions with our website. This feature does not record or store sensitive user information, but we are able review interactions. It simply allows us to see how we can improve usability.
- **Monitoring of video sessions.** We may monitor your video session with your client in order to maintain quality of service and usability. The session is also recorded and we may review the recording for similar purposes.

Security Of Your Personal Information

Our goal is to earn your trust. Our security systems are designed to protect your information from falling into the wrong hands, from being altered or corrupted, or from becoming unavailable. Our security systems are built to prevent and be resilient to intrusions, malware, and ransomware. We take pride in the trust you place in us, and we do our best to honor that trust. We do this by continuously improving our security measures, training our employees, and focusing on trust as our core offering.

We also need your help. The weakest part of any security system is people--including you. You can help secure your data by creating a strong password and storing it securely, logging out of your account after you are done, having a secure password on your phone, avoiding insecure WiFi and just using common sense. If someone calls you and asks for your password, do not share it. We will never do that.

Marketing

We will send occasional promotional or informational emails to you relating to services and benefits we offer. You can opt-out of such communications, at any time, by following the opt-out instructions contained in the e-mail or by sending such a request to support@ronary.com. If you opt-out of receiving emails about recommendations or other information we think may interest you, we will still send you service messages about your account or any services you have requested or received from us or other notices as required by law.

Transactions for United States

Our services are meant for Users who have a Social Security Number in order to complete a notarization. Our services are not targeted or offered to citizens or permanent residents of countries other than the United States.

Privacy Statement Changes

Ronary reserves the right to amend, alter, or otherwise change this Privacy Statement at our sole and absolute discretion. If we modify this Privacy Statement, we will notify all users via email, and may specifically ask you to agree to the modified terms in order to continue using the Services. Otherwise, further use of the Services following any such change constitutes your agreement to follow and be bound by the modified Privacy Statement.

Any comments, concerns, complaints, or questions regarding our Privacy Statement may be addressed to legal@ronary.com.

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Thank you for showing interest in www.RONARY.com and Services we provide.