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## Abeyatech, LLC Privacy Policy

Effective Date: 1 January 2021

This Privacy Policy describes the personal data collected or processed when you use Abeyance Cryo Solutions by Abeyatech, LLC's website.

### What type of information do we collect?

We receive, collect, and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information. We use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); comments, feedback, product reviews, recommendations, and personal profile.

### How and Why do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address, and email address.

We collect such Non-personal and Personal Information for the following purposes:

- To provide and operate the Services;
- To provide our Users with ongoing customer assistance and technical support;
- To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services; and,
- To comply with any applicable laws and regulations.

### How do we store, use, share and disclose information?

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

## How do we communicate with site visitors?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

## How do we use cookies and other tracking tools?

Cookies are implemented in every site built by Wix. Take a look at the table below to view which cookies Wix implements on Wix sites:

<i>Cookie name</i>	<i>Life span</i>	<i>Purpose</i>
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nlbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

The following Cookies are implemented by Google Analytics:  
gtag.js and analytics.js set the following cookies:

<i>Cookie Name</i>	<i>Expiration Time</i>	<i>Description</i>
_ga	2 years	Used to distinguish users.
_gid	24 hours	Used to distinguish users.
_gat	1 minute	Used to throttle request rate. If Google Analytics is deployed via Google Tag Manager, this cookie will be named <code>_dc_gtm_&lt;property-id&gt;</code> .

AMP_TOKEN	30 seconds to 1 year	Contains a token that can be used to retrieve a Client ID from AMP Client ID service. Other possible values indicate opt-out, inflight request or an error retrieving a Client ID from AMP Client ID service.
<code>_gac_&lt;property-id&gt;</code>	90 days	Contains campaign related information for the user. If you have linked your Google Analytics and AdWords accounts, AdWords website conversion tags will read this cookie unless you opt-out.

The ga.js JavaScript library uses first-party cookies to:

<i>Cookie Name</i>	<i>Default Expiration Time</i>	<i>Description</i>
<code>__utma</code>	2 years from set/update	Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing <code>__utma</code> cookies exists. The cookie is updated every time data is sent to Google Analytics.
<code>__utmt</code>	10 minutes	Used to throttle request rate.
<code>__utmb</code>	30 mins from set/update	Used to determine new sessions/visits. The cookie is created when the javascript library executes and no existing <code>__utmb</code> cookies exists. The cookie is updated every time data is sent to Google Analytics.
<code>__utmc</code>	End of browser session	Not used in ga.js. Set for interoperability with urchin.js. Historically, this cookie operated in conjunction with the <code>__utmb</code> cookie to determine whether the user was in a new session/visit.
<code>__utmz</code>	6 months from set/update	Stores the traffic source or campaign that explains how the user reached your site. The cookie is created when the javascript library executes and is updated every time data is sent to Google Analytics.
<code>__utmv</code>	2 years from set/update	Used to store visitor-level custom variable data. This cookie is created when a developer uses the <code>_setCustomVar</code> method with a visitor level custom variable. This cookie was also used for the deprecated <code>_setVarmethod</code> . The cookie is updated every time data is sent to Google Analytics.

## How can you withdraw your consent?

If you do not want us to process your data anymore, please contact us at [support@abeyancecryo.com](mailto:support@abeyancecryo.com) or send us mail to: 2000 N Alliance Ave, Springfield, MO 65803.

## Retention of Your Personal Information

We retain your personal information for as long as necessary to fulfill the purpose for which it was collected. Your personal information may be retained for a longer period of time in the event of any claim, controversy, action, cause of action, suit, or litigation.

## Privacy Policy Updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

## Questions about your information

If you would like to: access, obtain a copy of, object to, correct, amend or delete any personal information we have about you, you are invited to contact us at [support@abeyancecryo.com](mailto:support@abeyancecryo.com) or send us mail to: 2000 N Alliance Ave, Springfield, MO 65803.

## Third Party Access

Abeyance Cryo Solutions uses certain trusted third parties to help us provide, promote, and protect our products and services. These third parties may access, process, or store your information to perform tasks only for the purposes we have specifically authorized. We require that these third parties provide at least the same level of protection for your information as described in this Privacy Policy.

## Business Transfers

As we continue conducting business, we might sell, buy, restructure, or reorganize businesses or assets. In the event of any sale, merger, restructuring, reorganization, dissolution, or similar event involving our business or assets, your data may be part of the transferred assets.

## Dispute Resolution

If you have any complaints or concerns regarding privacy or data use, you should first contact us at [insert email address or physical mailing address]. We will investigate and attempt to resolve complaints and disputes regarding use and disclosure of personal information related to this Privacy Policy. For disputes requiring a more formal process, all disputes shall be submitted to mediation and arbitration.

*Mediation.* All disputes arising from this Policy shall first proceed to mediation. You may initiate mediation by submitting to us a written request (the "Mediation Request"), which shall identify

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dispute. The mediation may occur in person at a location selected by you in Northeast Ohio unless we otherwise unanimously agreed to either a virtual mediation or some other location. The mediator shall be an individual selected by the parties to the dispute (the “Dispute Parties”). If the Dispute Parties are unable to agree on a mediator within thirty (30) days following delivery of the Mediation Request, our General Counsel, or primary attorney for corporate matters if there is no General Counsel, shall select the mediator. Costs and expenses of the mediator shall be borne in proportion by the Dispute Parties in any proportion as the mediator shall decide.

*Arbitration.* If the Dispute Parties cannot agree to mediation within sixty (60) days of the date of the Mediation Request, or if the Dispute Parties are unable to reach agreement through mediation, then the dispute shall be resolved by arbitration in Northeast, Ohio unless the Dispute Parties can mutually agree to a more convenient location. The arbitration shall proceed with one arbitrator in accordance with the rules of the American Arbitration Association (“AAA”) then in effect. Selection of the arbitrator shall occur under the AAA rules. The determination of the arbitrator shall be binding upon all Dispute Parties in accordance with the procedures of the AAA. The cost of the arbitration, including legal fees and costs, shall be borne by the Dispute Parties in any proportion as the arbitrator shall decide.