

# MobileX Privacy Policy

*Revised: November 1, 2022*

Your information privacy is important to us. We provide this Privacy Policy to explain how we collect, use, protect, and disclose information and data when you use the Mobile X Global, Inc. ("**MobileX**") website and any MobileX mobile application (collectively, the "**Site**"), application programming interfaces, other services offered by MobileX, and any other time you interact with MobileX. ("**Services**"). This Privacy Policy also explains your choices for managing your information preferences, including opting out of certain uses of your Personal Information (defined below). This Privacy Policy applies to all users of the Site and Services. The Site and Services are provided by MobileX ("**Company**," "**we**," "**our**," "**us**").

BY USING THE SITE OR SERVICES, YOU ARE CONSENTING TO THIS PRIVACY POLICY. PLEASE READ IT CAREFULLY.

## 1. Personal Information We Collect

We collect the following categories and types of "**Personal Information**":

- **Contact Information:** your first and last name, mailing address, email address, and phone number;
- **Other identifying information:** IP address, passwords and other security information for authentication and access;
- **Financial Information:** credit card, debit card and bank account information;
- **Demographic information:** gender and age;
- **Geolocation data;**
- **Internet or other electronic activity:** your browsing and click history, including information about how you navigate within our Site and Services and which elements of our Site and Services you use the most;
- **Commercial information:** products purchased or viewed on our Site;
- **Visual information:** your photo; and
- **Inferences drawn from the categories described above** in order to create a profile about you to reflect your preferences, characteristics, behavior and attitude.

## 2. Sources of Personal Information

The ways in which we collect Personal Information about you include, but are not limited to, the following:

- **We collect information directly from you.** We collect contact and demographic information as well as payment information directly from you.
  - *Registration and Ordering.* Before using certain parts of the Site or purchasing MobileX products or services, you must complete an online registration form or provide certain information to MobileX's representatives. During registration (whether via the Site or otherwise), you will be prompted to provide to MobileX certain personal information, which may include, but is not limited to, your name, billing address(es), phone number,

port-in phone number, email address, and credit card number. This Personal Information is used for billing purposes, fulfilling your orders, and communicating with you about your order and the Site, and for marketing purposes. If MobileX encounters a problem when processing your order, we will use your Personal Information to contact you.

- *User Submissions.* Certain areas of the Site may permit you to enter your email address and other contact information to receive further information about MobileX or for other purposes. Your submissions for these purposes are completely voluntary, so you have a choice whether to participate and disclose information to MobileX. Should you choose to submit information in response to these requests, MobileX may collect and publish your name, email address, geographic location and other information collected by MobileX to market MobileX products and services and any other products and services offered by MobileX.
- **We collect information about you from third parties.** We collect your Personal Information from third parties, such as social media sites and data co-ops. We may collect your identifying information from Facebook, in accordance with its terms of use and privacy policy. We purchase from, and trade contact information, demographic information, commercial information, and internet and electronic activity with, data co-ops and other third-party data aggregators. We may obtain information about you and combine it with your account information. For example, we may receive information from the retailer from whom you purchased a MobileX product. In addition, we may use a third-party service provider to serve ads and/or collect data on our behalf across the Internet and sometimes on this Site. Some of these service providers may collect information about your visits to our Site, and your interaction with our products and services to tailor marketing messages on other sites or to trigger real time interaction, customize this Site or enhance your profile. Some of these service providers may be able to collect Personal Information that you share with this Site via a web form automatically and prior to your pressing a submit button; and they may be able to use information from your visits to this Site to send marketing messages to you in a way that may personally identify you. This information is collected through the use of a cookie, a javascript tag and/or pixel, which is industry standard technology used by most major websites. The information collected by these service providers may include your device's IP address, user agent, email addresses (where hashed or otherwise rendered pseudonymous) and other user and device level pseudonymous information. Please keep in mind that your browser settings may not permit you to control the technologies utilized by these third-party companies. If you would like more information about these practices, please click: <http://optout.aboutads.info/#/>.
- **We collect information from you passively.** In addition to information that you volunteer as described above, we collect Internet or other electronic activity passively using tools like browser cookies. MobileX will use this information to improve the Site and user experience. In addition, the Site automatically recognizes the Internet URL from which you access the Site and may also log your Internet protocol ("IP") address (which may indicate the location of your computer on the Internet), Internet service provider, and date/time stamp for system administration, order verification, marketing, and system troubleshooting purposes. This activity is further described in the Cookies and Advertising and Online Tracking sections below. In addition, we automatically receive certain types of information whenever you use our Services. We may collect information about your device such as the type, version of operating system, signal strength, and whether it is on and how it is functioning, as well as information about how you use the device and services available through it, such as your call and data usage and history, approximately where the device is physically located, websites you have visited, applications purchased, downloaded or used and other similar information.

### 3. How We Use Personal Information

We use your Personal Information for the following categories of use:

- **Transactional Purposes:** We use your contact information, financial information, and commercial information to:
  - Receive, process, confirm, send and track your order, subscription or registration;
  - Communicate with you about your order, subscription or registration and the products or Services you have purchased from MobileX (including, but not limited to, the MobileX service); and
  - Process any subscription or registration you make to one of our Services.
- **Analytical Purposes:** We use your other identifying information, internet activity and browsing history, commercial information, demographic information, and geolocation data to analyze preferences, trends and statistics.
- **Marketing and Promotional Purposes:** We use your contact information, commercial information, demographic information, internet or other electronic activity, geolocation data, and inferences to:
  - Inform you of our new products, services and offers;
  - Provide you with targeted advertising;
  - Run contests, promotions and sweepstakes; and
  - Provide you with other information from and about our Company, including personalized marketing communications.
- **Maintenance and Improvement of the Site and Services:** We use your contact information, commercial information, and internet activity and browsing history to:
  - Provide you with the Site and Services, including to send you alerts about your account;
  - Handle your customer services requests; and
  - Help us diagnose technical and service problems and administer our websites and apps.
- **Review and content creation purposes:** We use your contact information and commercial information to enable reviews of our products and Services and to display content that you have created and allowed us to display on our Site and Services and on social media.
- **Security and Fraud Prevention:** We use your contact information, other identifying information, commercial information, financial information, geolocation data, internet activity and browsing history, and inferences to protect the Site and Services, our Company, and others and to prevent fraud, theft and misconduct.
- **Location-Based Services:** We use location information to route wireless communications and to provide 911 service, which allows emergency services to locate your general location. We may disclose, without your consent, the approximate location of a wireless device to a governmental entity or law enforcement authority when we are served with lawful process or reasonably believe there is an emergency involving risk of death or serious physical harm. Depending on your device, you may also be able to obtain a wide array of services based on the location of your device (for example, driving directions, enhanced 411 Directory Assistance or search results, etc.). These data services, known as location-based services (“LBS”) are made available by us and other entities, usually via applications. These applications and services use various location technologies (including Global Positioning Satellite (“GPS”), Assisted GPS (“AGPS”), cell ID and enhanced cell ID technologies) to identify the approximate location of a device, which is then used in conjunction with the application to enhance the user’s experience (for example, to provide driving directions, to provide enhanced 411 Directory Assistance or search results, etc.). LBS may, or may not, involve any interaction with or dependency on our supplier’s network, and LBS may or may not look to our network to obtain location data. Where our network supplier allows third parties the capability of accessing data about your location that is derived from our supplier’s

network, our network supplier requires those third parties to observe specific privacy and security protections. It is important that you understand the location capabilities and settings of your device, and that you carefully read and understand the terms under which these services are provided – whether by us or another entity. You should carefully review the privacy policies and other terms of third parties with whom you have authorized the sharing of your location information, and you should consider the risks involved in disclosing your location information to other people. Where we provide a location-based service, you will receive notice of the location features of the service and collection of location data is with your consent. You will be provided options for managing when and how such information should be shared.

#### **4. CPNI**

In the course of providing Services to you, we may collect and maintain certain information about the telecommunications services you buy from us and how you use them. This information is categorized by the federal government as Customer Proprietary Network Information (“CPNI”). CPNI includes the types of services you currently purchase, calling records, and related usage and billing information. Your telephone number, name, and address are not CPNI. We value our relationship with you and are committed to respecting and protecting your CPNI. Accordingly, we do not sell, trade, or share your CPNI except to affiliate companies and companies authorized to offer our products or services or to perform functions on our behalf, unless authorized by you or required by law.

Generally, we can use your CPNI to offer additional communications services to you, and for billing and collections purposes. We can also disclose your CPNI for legal or regulatory reasons, including in response to subpoenas and court orders. We can also use CPNI to investigate crime or fraud, and to prevent or remedy violations of our Terms and Conditions of Use, unlawful use of our network or services, or violations of the rights of our other customers. Your use of the Site or the Services indicates that we have your approval to provide your CPNI to our affiliated companies unless you tell us not to do so within thirty (30) days of your initial use of the Site or the Services. Such approval can be revoked at any time, and revoking your approval will not affect our provision of Services to you in any way. To provide notice that you decline to have your CPNI shared with affiliated companies, please e-mail us at [personalData@myMobileX.com](mailto:personalData@myMobileX.com). Please be aware that we will process your request as quickly as we reasonably can, but it may not be possible to update our systems immediately.

#### **5. Categories of Third Parties We Share Personal Information With**

##### *Service Providers*

From time to time, we may establish a business relationship with other businesses we believe trustworthy and that have confirmed that their privacy practices are consistent with ours (“**Service Providers**”). For example, we may contract with Service Providers to provide certain services, such as hosting and maintenance, data storage and management, fulfillment services, and marketing and promotions. We only provide our Service Providers with the information necessary for them to perform these services on our behalf. Each Service Provider must agree to use reasonable security procedures and practices, appropriate to the nature of the information involved, in order to protect your Personal Information from unauthorized access, use, or disclosure. Service Providers are prohibited from using Personal Information other than as specified by us.

##### *Our Affiliates*

We may share Personal Information with businesses controlling, controlled by, or under common control with our Company.

##### *Corporate Transactions*

If our Company is merged, acquired, or sold, or in the event of a transfer of some or all of our assets, we may disclose or transfer Personal Information in connection with such transaction. You will have the opportunity to opt out of any such transfer if, in our discretion, it will result in the handling of your Personal Information in a way that differs materially from this Privacy Policy. However, in the event of our bankruptcy, insolvency, reorganization, receivership, or assignment for the benefit of creditors, we may not be able to control how your Personal Information is treated, transferred, or used and your Personal Information may be included in any transferred assets.

#### *Compliance with Laws and Law Enforcement*

We cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We may disclose Personal Information and any other information about you to government or law enforcement officials or private parties if, in our discretion, we believe it is necessary or appropriate in order to respond to legal requests (including court orders and subpoenas), to protect the safety, property, or rights of our company or of any third party, to prevent or stop any illegal, unethical, or legally actionable activity, or to comply with the law.

### **6. Cookies**

We use cookies (a small text file placed on your computer to identify your computer and web browser) and may use anonymous identifiers (a random string of characters that is used for the same purposes as a cookie). We use cookies and other similar technologies to analyze use of and improve the Site and Services and as described in the Advertising and Online Tracking section of this Privacy Policy. Most web browsers are initially set up to accept cookies. You can reset your web browser to refuse all cookies or to indicate when a cookie is being sent, however, certain features of the Site or Services may not work if you delete or disable cookies. Some of our Service Providers may use their own cookies, anonymous identifiers, or other tracking technology in connection with the services they perform on our behalf.

We use Google Analytics on the Site and Services to analyze how users use the Site and Services, and to provide advertisements to you on other websites. For more information about how to opt out of having your information used by Google Analytics, visit <https://tools.google.com/dlpage/gaoptout/>. We may also use other technologies, currently available or which may become available in the future, to provide us with other important anonymous information regarding the use of the Site.

### **7. Managing Your Information Preferences**

You can review, correct, update, or change your Personal Information or opt out of receiving certain e-mails by changing the relevant settings in your account or by e-mailing us at [personalData@myMobileX.com](mailto:personalData@myMobileX.com). You can also opt out of receiving marketing e-mails from us by following the link provided at the bottom of all marketing e-mails you receive from us. You are able to opt out of receiving marketing e-mails from us, however, you cannot opt out of receiving all e-mails from us, such as e-mails about the status of your account or service-related emails. If you authorize text messaging, we will use your mobile number to communicate with you about your account and to send marketing text messages to you. If you decide that you no longer wish to receive text messages from MobileX that you had authorized, you may opt-out of receiving text messages by managing your account preferences on this Site or by any other reasonable opt-out method available to you.

### **8. Be Careful When You Share Information with Others**

Please be aware that whenever you share information on any public area of the Site or Services, that information may be accessed by others. In addition, please remember that when you share information in any other communications with third parties, that information may be passed along or made public by others. This means that anyone with access to such information can potentially use it for any purpose, including sending unsolicited communications.

## **9. Security**

We maintain physical, electronic, and procedural safeguards to protect the confidentiality and security of information transmitted to us. However, no data transmission over the Internet or other network can be guaranteed to be 100% secure. As a result, while we strive to protect information transmitted on or through the Site or Services, we cannot and do not guarantee the security of any information you transmit on or through the Site or Services, and you do so at your own risk. Once we receive your Personal Information, we take steps that we believe are reasonable to limit access to your Personal Information to only those employees and Service Providers whom we determine need access to the Personal Information to provide the requested products, services, offers or opportunities that may be of interest to you or that you have ordered, or that we otherwise disclose in accordance with this Privacy Policy. However, even after we receive your Personal Information, we cannot and do not guarantee that your Personal Information will not be accessed, disclosed, altered, or destroyed as a result of a breach of our security efforts or as a result of any other event beyond our reasonable control. Accordingly, we cannot and do not guarantee that your Personal Information or any other information is completely secure and safe from any risk.

## **10. Links**

Our Site and Services may contain links to other websites or allow others to send you such links. A link to a third party's website does not mean that we endorse it or that we are affiliated with it. We do not exercise control over third-party websites. You access such third-party websites or content at your own risk. You should always read the privacy policy of a third-party website before providing any information to the website. MobileX is not responsible for the content or privacy practices on any third-party website that may be linked to or from the Site.

## **11. Children's Privacy**

The Site and Services are intended for users who are 13 years old or older; MobileX does not knowingly solicit children to purchase Services or products. We do not knowingly collect Personal Information from children under the age of 13. If we become aware that we have inadvertently received Personal Information from a child under the age of 13, we will delete such information from our records. If you authorize a child to use our Services or products by providing them a device associated with your MobileX account, any information associated with such use will be treated as your information in accordance with this Privacy Policy. We encourage parents to be involved in the online activities (including wireless Internet browsing) of their children to ensure that no information is collected from a child without parental permission.

California users under the age of 18 may request the removal of their content or information publicly posted on the Site or Services by e-mailing us at [personalData@myMobileX.com](mailto:personalData@myMobileX.com). Please note that most of the user content that appears on our Site or Services is stored and controlled by third party providers; thus, complete and comprehensive removal of the content may not be possible.

## **12. Processing in the United States**

Please be aware that your Personal Information and communications may be transferred to and maintained on servers or databases located outside your state, province, or country. If you are located outside of the United States, please be advised that we process and store all information in the United States. The laws in the United States may not be as protective of your privacy as those in your location. By using the Site or Services, you are agreeing that the collection, use, transfer, and disclosure of your Personal Information and communications will be governed by the applicable laws in the United States.

## **13. Notice to California Residents/Your California Privacy Rights**

To opt out of sharing your Personal Information with third parties for their direct marketing purposes, please e-mail us at [personalData@myMobileX.com](mailto:personalData@myMobileX.com) and clearly state your request, including your name, mailing address, e-mail address and phone number.

#### 14. California Consumer Privacy Rights

If you are a California resident, you have certain privacy rights under the California Consumer Privacy Act (“**CCPA Rights**”). This Section describes those rights and how you can exercise them with our Company.

##### **CCPA Rights Requests**

###### *Right to Know*

You can request what Personal Information we have collected about you in the preceding 12 months.

You can request the specific pieces of Personal Information we have collected about you.

You can also request the following categories of information:

- The categories of Personal Information we have collected about you.
- The categories of sources from which the Personal Information was collected.
- The business or commercial purpose for collecting or selling the Personal Information.
- The categories of third parties with whom we shared Personal Information.

To submit a request to know, please send an email to [personalData@myMobileX.com](mailto:personalData@myMobileX.com). You must use “California Request to Know Information” or “California Right to Know Categories” in the subject line of your email, as appropriate. You must provide us with your first name, last name, email address, and phone number. To verify your identity, we will match that information to the information we have on our systems. To designate an authorized agent to act on your behalf you must send a signed, written authorization containing your first name, last name, email address, and phone number to [personalData@myMobileX.com](mailto:personalData@myMobileX.com). You must provide us with all of the information set forth above in any such request, including what request you are making.

###### **Right to Deletion**

You can also request that we delete your Personal Information. We may not delete all of your Personal Information if one of the following exceptions applies:

- **Transactional:** to complete a transaction for which the Personal Information was collected, provide a good or service requested by you, or perform a contract we have with you;
- **Security:** to detect data security incidents;
- **Error Correction:** to debug or repair any errors;
- **Legal:** to protect against fraud or illegal activity or to comply with applicable law or a legal obligation, or exercise rights under the law, such as the right to free speech; or
- **Internal Use:** to use your Personal Information, internally, in a lawful manner that is compatible with the context in which you provided the information (i.e., to improve our services).

We will also maintain a record of your CCPA Rights requests.

Please note that if we delete your Personal Information, many of our services will not work the same. For example, your previous opt out requests will not be saved and saved preferences and information will no longer be available.

To submit a request to delete, please send an email to [personalData@myMobileX.com](mailto:personalData@myMobileX.com). You must use "California Request to Delete" in the subject line of your email. You must provide us with your first name, last name, email address, and phone number. To verify your identity, we will match that information to the information we have on our systems. To designate an authorized agent to act on your behalf you must send a signed, written authorization containing your first name, last name, email address, and phone number to [personalData@myMobileX.com](mailto:personalData@myMobileX.com). You must provide us with all the information set forth above in any such request.

### **We Do Not Sell Your Personal Information**

We do not "sell" (as sell is defined in CCPA) your Personal Information.

### **Non-Discrimination**

We will not discriminate against you for exercising any of your CCPA Rights and we will not deny you goods or services, charge you a different price, or provide you with a lesser quality of goods or services if you exercise any of your CCPA Rights.

### **Financial Incentives**

From time to time, we may offer various financial incentives. The terms of any financial incentive will be presented to you at the time you sign up. You may withdraw from any of the financial incentives by contacting us at [help@myMobileX.com](mailto:help@myMobileX.com) or by unsubscribing to our email marketing by visiting our website. The value of your data is the value of the offer presented to you. We have calculated the value of the incentive by using the expense related to the offer.

## **15. Privacy Policy Changes**

We may change this Privacy Policy from time to time. If we change this Privacy Policy, we will inform you by posting the revised Privacy Policy on the Site. Those changes will go into effect on the "Revised" date shown in the revised Privacy Policy. By continuing to use the Site or Services, you are consenting to the revised Privacy Policy.

## **16. Severability**

If any part of the Privacy Policy is determined to be invalid or unenforceable by any arbitrator, court of competent jurisdiction or applicable law, the parties intend that such provision be amended and construed in a manner designed to effectuate the purposes of the provision to the fullest extent permitted by law.

## **17. Contact Us**

If you have any questions or concerns, you may contact us at [help@myMobileX.com](mailto:help@myMobileX.com).

Please print a copy of this privacy policy for your records and PLEASE check the Site frequently for any changes.