

# Privacy Policy

Protecting your privacy is a top priority to us. Eiger Marketing Group, LLC (Eiger) has created this privacy policy in order to disclose our information gathering and dissemination practices for this web site (the "Site"). In particular, this Privacy Policy describes our privacy practices with regard to information about you that could reasonably be used to identify you personally or that is associated with information that identifies you ("Personal Information"). This policy is effective as of November 13, 2020.

What we collect and how we collect it:

We may collect your name, age, address, e-mail address, phone number, payment information, account username and passwords ("Personal Information"). We will need this information to complete and process your order and provide certain services to you. Personal Information is viewed only by the owners and employees of Eiger if they are involved in the handling of your account or in the completion, delivery or customer support of your order.

Personal Information may be disclosed to trusted persons working together with Eiger if they are involved in the completion, delivery or customer support of your order of goods and/or services offered through the websites. Examples include third parties who are providing the goods and/or services offered through the websites, assist in hosting our web servers, analyzing data, providing marketing assistance, sales tracking, processing credit card or other forms of payments, and providing customer service. We also may share aggregated anonymous information about visitors to our websites with third parties so that they can understand the kinds of visitors to the websites and how those visitors use the websites.

We may disclose and transfer such information to a third party who acquires all or a substantial portion of our business, whether such acquisition is by way of merger, consolidation or purchase of all or a substantial portion of our assets. In addition, in the event we become the subject of an insolvency proceeding, whether voluntary or involuntary, we or our liquidator, administrator, receiver or administrative receiver may sell, license or otherwise dispose of such information in a transaction approved by the court.

By logging into the Eiger websites, or expressly opting in when presented with choices, you have consented for us to use your information, subject to local law, in at least the following ways: to create a profile for you based on information that you have provided to us; to contact you about any Eiger's website updates, informational and service-related communications, including important security updates; to provide you additional communications, information, and promotions such as newsletters; to inform you of other products or services available from Eiger or its affiliates; to provide the services requested by you; to enable you to provide feedback, to contact us and for us to respond to you; and to generate internal reports about the use of our websites.

European Union and California Residents. We may also share your information to carefully-selected third parties, if you consent to such disclosure, so that they may inform you of offers, promotions and services.

We also collect login information used to access Eiger websites. You are responsible for ensuring that your log-in information (e.g., your User ID and password) are kept confidential. We have implemented technical and organizational measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration or disclosure. Notwithstanding such measures, the Internet is an open system and we cannot guarantee that unauthorized third parties will never be able to defeat those measures or use your Personal Information for improper purposes. Please consider this prior to submitting your Personal Information to us via our websites.

We may also allow other companies to display advertisements to you while you are visiting our websites. Because your Web browser must request these advertisements from the other companies' servers, these companies can view, edit or set their own cookies, just as if you had requested a webpage from their site. Eiger has no control over, and is not responsible for, the practices of those third party advertisers and encourages you to review the policies of such advertisers.

We may allow third party cookies as part of online advertising campaigns to determine and track site traffic landing from Eiger's advertising banners that have been placed on the websites of third parties. The data collected via these cookies is anonymous and the information is not linked to your personally identifiable information without your permission.

How this information is used:

The order is processed and kept for record-keeping purposes. Your e-mail address and phone number may be used to contact you if we have a question regarding your order. We will never call your phone number if it is not related to your order.

Personal Information may be disclosed to trusted persons working together with Eiger if they are involved in the completion, delivery or customer support of your order or services we provide. Examples include third parties who assist in hosting our web servers, analyzing data, providing marketing assistance, processing credit card payments, and providing customer service. We also may share aggregated anonymous information about visitors to the Site with third parties so that they can understand the kinds of visitors to the Site and how those visitors use the Site.

We may disclose information we collect from and about you to carefully-selected third party partners, so that they may inform you of offers, promotions and services. We may also share aggregated or de-identified information, which cannot reasonably be used to identify you.

If you provide Eiger with Personal Information, that information may be used, and you have consented for Eiger to use the information, to: operate and improve the Site; provide and deliver the products and services we offer; allow you to create an account; create a profile for you based on information that you have provided; alert you of new products or services, features, or enhancements; handle your customer service questions or issues; request feedback; notify you of promotions, updates, or special offers that may interest you; and assist in connection with the collection of any debts owed by you to Eiger.

We may disclose and transfer such information to a third party who, in the unlikely event, acquires all or a substantial portion of Eiger's business, whether such acquisition is by way of merger, consolidation or purchase of all or a substantial portion of our assets.

In each of these situations, the recipients of your data may potentially be located in countries whose data protection legislation is different from your country. If you are a resident in any EU member state, for example, you must be aware that the EU authorities do not generally consider that the regulations of non-EU countries ensure an adequate or equivalent level of protection as compared to the EU data protection regulations.

#### Posting Your Information to Public Areas of the Site

We do not display Personal Information without your permission. However, if you post any of your Personal Information in public areas of our websites, such as in product or service reviews, online forums or chat rooms, such information may be collected and used by others over whom we have no control. We cannot control the use made by third parties of information you post or otherwise make available in public areas of our websites.

#### Credit Card Information

Your credit card is charged as you submit your order only for the amount you have approved. Refunds for returned products or unavailable items are processed with the same credit card that was provided in the original order. At no point does Eiger possess the full credit card number unless given to it during a manual transaction, such as a phone order. A short period of time after the order is processed, the credit card information is purged from the order.

#### E-mail Notifications/Opting Out

Customers that place an order may receive notifications of new arrivals, discounts and updated information from our Site. Even if you opt out, you may continue to receive non-marketing e-mail messages from us including, for example, communications regarding your order. You may "Opt Out" of receiving these e-mails by using the "Unsubscribe Me" link at the bottom of every e-mail. Customer Service may also use your e-mail address to contact you about abandoned shopping carts or uncompleted orders. It may be necessary to contact affiliates, business partners or other third parties directly in order to cease receiving communications from those third parties.

#### Changes/Modifications

You may have access to, review, correct, update, change or delete your account profile information at any time. Simply log into your account, go to your profile, and make the necessary changes. You may instead contact us at . Before providing you with a copy of your Personal Information or correcting, updating or deleting such information, we reserve the right to verify and authenticate your identity and the Personal Information to which you have requested access. Access to or correction, updating or deletion of your personal information may be denied or limited by Eiger if it would violate another person's rights and/or as otherwise permitted by applicable law. We will respond to information access requests within 30 days of receipt. If we require additional time to provide access to your information, we will acknowledge receipt of your request within 30 days and promptly supplement our response within the time period required by applicable law. If you delete or close your account or account profile information with us altogether, we may retain an archival copy which is not accessible by you or third parties

on the Internet. The archival copy is retained only for as long as we reasonably consider necessary for audit and record purposes. We will retain logs, demographic, indirect, and statistical information about you and keep an archival copy of this information in an anonymous form. If your Personal Information was previously accessed by others using our websites, we are not able to delete the information or copies thereof from their systems.

If you wish to delete or close your account or account profile information altogether, please contact us at . An email will be sent to you to confirm that your Personal Information has been deleted (save for an archival copy which is not accessible by you or third parties on the Internet). The archival copy is retained only for as long as Eiger reasonably considers necessary for audit and record purposes. We will retain logs, demographic, indirect, and statistical information about you and keep an archival copy of this information in an anonymized form. If your Personal Information was previously accessed by others using our Site, we are not able to delete the information or copies thereof from their systems.

#### How Long We Keep Personal Information

Typically, we keep Personal Information for the length of any contractual relationship and, to the extent permitted by applicable laws, after the end of that relationship for as long as necessary to perform purposes set out in this Privacy Policy, to protect us from legal claims and administer our business. When we no longer need to use Personal Information, we will delete it from our systems

and records or take steps to anonymize the data unless we need to keep it longer to comply with a legal or regulatory obligation.

#### Cookies

Cookies are a message that a web server transmits to a web browser to personalize the user's experience on our Site. Cookies can help store Personal Information about you so that when you return to the Site you have a more personalized experience. Have you ever returned to a site and have seen your name mysteriously appear on the screen? It is because on a previous visit you gave your name to the site and it was stored in a cookie so that when you returned you would be greeted with a personal message. Cookies do not act maliciously on computer systems. They are merely text files that you have the option of deleting at any time. All browsers can be set to reject cookies if the user prefers to use the Internet without enabling cookies to be stored. Please note that certain features of the checkout process may require you to enable Cookies on your browser.

#### Your European and California Privacy Rights

We do not share Personal Information with third parties for their direct marketing purposes unless you affirmatively agree to, or opt in to, such disclosure. California customers may request further information about our compliance with California laws by e-mailing us at . Please note that we are only required to respond to one request per customer each year, and we are not required to respond to requests made by means other than through this e-mail address.

In accordance with Article 77 of the General Data Protection Regulation, Europeans also have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work or of an alleged infringement of the GDPR.

Our collection, storage and use of your Personal Information, and the processing by a Processor of your Personal Information, shall be governed by the Privacy Policy and, for residents of EU members states, the GDPR.

#### Third Party Interaction

As a user of Eiger's websites, you may interact with, purchase goods and/or services, or participate in promotions of advertisers, members, partners, or sponsors showing their goods and/or services on the websites. Unless otherwise stated, any such interaction, purchase or promotion, including the delivery of and the payment for goods and/or services, and any other term, condition, warranty or representation associated with such correspondence, purchase or promotion, is solely between you and the applicable third party. You agree that Eiger, its subsidiaries, affiliates, officers, agents, co-branders or other partners, and employees have no liability, obligation or responsibility for any such interaction, purchase or promotion between you and any such third party.

#### Children's Privacy

The Site is not intended for children under 16, and Personal Information from children under 16 will not knowingly be collected. Children's privacy is a serious matter and parents are encouraged to play an active role in their children's online experience at all times.

#### Legal Disclosure

We reserve the right to monitor, and disclose to government officials or law enforcement, without your consent, any communications and personally identifiable information, whenever prompted to do so by legal authorities, even when you have requested that your information not be disclosed to third parties. Any rights not expressly granted herein are reserved. The contents of the website are provided "AS IS" and may contain errors or inaccuracies and may not be complete or current (we strive for 100% accuracy but we are only human). We reserve the right to correct any errors, inaccuracies or omissions (including after an order has been submitted) and to modify, change or update information (including pricing and/or product code numbers), at any time without prior notice. We may terminate your access to or suspend your right to access all or part of the website, without notice, for any conduct that we believe is in violation of any applicable law or is harmful to the interests of our Site. We reserve the right to change this policy at any time and will post any changes to this policy on their effective date.