



Global Leader in Premium Managed Service Uniform Programs

General Privacy Policy

June 2021 | Updated January 2024

1. About this policy

Unisync Group (the "Company") respects your privacy and is committed to complying with applicable privacy and data-protection laws. This policy explains what personal information we collect, how we use and share it, and the choices available to you.

This policy applies to www.unisyncgroup.com, all unisync.store online storefronts (together, the "Website"), and personal information collected through our products and services, in-person or telephone interactions, and our customers, distributors, suppliers, vendors, and other business partners.

2. Information we collect

Depending on how you interact with us, we may collect:

- Information you provide, such as your name, company, job title, mailing address, email address, phone number, account credentials, requests, comments, orders, preferences, and payment or tax information needed to complete a transaction.
- Device and usage information, such as your IP address, device and browser type, operating system, pages or content viewed or downloaded, features used, links clicked, promotional emails opened, and interaction dates and times.
- Information from business partners and other third-party sources, including publicly or commercially available sources.

We may combine information from these sources. You can choose not to provide requested information, but this may limit our ability to provide certain products, services, or Website features.

3. Cookies and analytics

The Website uses session and persistent cookies, as well as similar technologies, to support Website functionality, remember preferences, and help understand how visitors use the Website.

The Website uses Google Analytics. Information about your Website use, including your IP address, may be transmitted to and stored on Google servers in the United States and used to evaluate Website activity and prepare reports. Google may disclose information where required by law or to service providers acting on its behalf. You can manage or block cookies through your browser settings; however, some Website features may not work properly if cookies are disabled.



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4. How we use information

We may use personal information to:

- provide products, services, and transactions you request;
- manage relationships and communicate with you or your company about orders, pricing, technical information, shipping, invoices, warranties, recalls, service updates, and promotions;
- respond to questions and customer-service requests and invite you to participate in surveys or market research;
- personalize, maintain, secure, and improve the Website, products, and services, and develop new offerings;

- manage contracts and business relationships;
- comply with legal obligations, maintain required business records, establish or defend legal claims, and detect or address fraud, misuse, or other unlawful activity.

We will use information for purposes consistent with the context in which it was collected or with your consent. Where required, we will provide notice and obtain consent, and we will offer a way to opt out of direct marketing. We take reasonable steps to keep information accurate and to protect information transferred to third parties or across borders.

5. When we share information

We may share personal information:

- with other entities within the Company;
- with service providers that support our operations;
- with business partners, such as distributors, when needed to provide products or services;
- when reasonably necessary to comply with law or legal process, protect rights or property, investigate fraud or misuse, or protect the health, safety, or rights of any person;
- in connection with a proposed or completed sale, purchase, merger, reorganization, liquidation, or dissolution of the Company; or
- with your permission or at your request.

We require recipients to handle personal information in accordance with applicable privacy laws and take appropriate steps to protect it. We may also use or share aggregated or de-identified information that does not identify you individually.

6. Security and retention

Personal information is generally stored in Company databases or those of our service providers. We use reasonable safeguards designed to protect its confidentiality, security, and integrity. However, no Internet transmission or storage system can be guaranteed to be completely secure, and we cannot be responsible for security incidents beyond our reasonable control.

We retain personal information only as long as necessary for the purposes for which it was collected, unless a longer period is required by law.



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7. Third-party websites and services

The Website may link to third-party websites, apps, or social-media features that are not operated by the Company. These links are provided for convenience and do not imply our endorsement or affiliation. Their privacy practices are governed by their own policies, which we encourage you to review before using those services or providing information.

8. Children

The Website is not intended for children under 13, or below the applicable minimum age required by local law. The Company does not knowingly collect personal information from such children except as permitted by law.

9. Your access requests and complaints

You may request access to the personal information we hold about you, information about how it is processed, and the purposes of processing. We may ask you to verify your identity before responding.

To make an access request or submit a privacy complaint, contact privacy@unisyncgroup.com. We take complaints seriously and will investigate and respond within a reasonable timeframe. You may also contact the applicable privacy or data-protection authority if you are not satisfied with our response.

10. Data breaches

If a data breach is likely to create a risk to your rights and freedoms, we will notify you and the relevant authority without undue delay and within the time required by applicable law. Where required, the notice will describe the breach, the affected information or individuals, potential consequences, contact details for further information, and steps taken to address the breach.

11. Changes to this policy

We may update this policy from time to time. Updates will be posted on the Website, with information about material changes. Changes apply to personal information collected after the updated policy is posted.

12. Contact and consent

By using the Website, you acknowledge this policy and the practices described in it. If you do not agree, please do not use the Website. Continued use after changes are posted indicates acceptance of the updated policy.

For privacy questions, access requests, or complaints, contact privacy@unisyncgroup.com.