

ONLINE PRIVACY STATEMENT HIGHLIGHTS

This page highlights some of the key elements of our Online Privacy Statement. Both this page and our Online Privacy Statement apply to www.researchhive.com, the official website of Research Hive, LLC, and any other online and mobile resources we publish for our various products and services that may contain a link to this statement. For more information, please read our complete Online [Privacy Statement](#).

◆ Information Collected

If you visit our online and mobile resources, we automatically collect certain non-personal information from every visitor, such as the type of browser you are using or your device operating system. We also collect certain personal information you voluntarily provide to us via online “schedule a demo” or similar fields or forms or by emailing us. More detail on such collection can be found [here](#).

If you become a customer of our products or services, you voluntarily provide us with certain information that is necessary for your use of the product or service. More detail on such collection can be found [here](#).

◆ Uses of Information

If you just visit our online and mobile resources, we use voluntarily provided personal information to communicate directly with you or for such other purposes we describe below. We only share this type of information with our service providers who help us operate our online and mobile resources. More detail on such use and sharing can be found [here](#) and [here](#).

If you become a customer of our products or services, we may use the personal information voluntarily provided by you to comply with our obligations under our Service Contract with you. We share that information as necessary to do so. More detail on such use and sharing can be found [here](#) and [here](#).

We do not sell or rent your personal information to third party data vendors or marketing companies. As you might expect, we always disclose your information when required by law.

We use non-personal information to administer our online and mobile resources, make them better, and to make business decisions about what programs our customers might like.

◆ Your Privacy Choices

You do not have to provide personal information to enjoy most of the features of our online and mobile resources. You also can opt out of certain activities like newsletters and announcements, or utilization-based emails by clicking on the “unsubscribe link” provided in the correspondence, or by unsubscribing on an institutional level for all users within your company. You can also access, amend, or delete the personal information we have collected about you by contacting us using the contact information listed in our Online Privacy Statement. More detail on your privacy choices can be found [here](#).

◆ Contacting Us

Questions about this highlights page or our Online Privacy Statement may be sent to:

Attn: Privacy Office
Research Hive, LLC
25568 Genesee Trails Road
Golden, CO 80401

You may also reach us by phone at 866-884-5313 or by email at info@researchhive.com.

ONLINE PRIVACY STATEMENT

Thank you for visiting Research Hive, LLC's online and mobile resources, and for viewing this privacy statement. We use this privacy statement to tell you about the types of information we collect from you when you visit our website or other online and mobile resources that link to this statement. More specifically, this statement tells you:

- the types of information we collect and how we collect it;
- the ways in which we use, share, and protect that information;
- the choices you have in controlling the collection of your information; and
- your ability to access and update your information.

Although the online and mobile resources may contain links to other websites controlled by third parties, you should be aware that we are not responsible for the privacy practices of those, or any other, websites. If you have questions about how those websites collect and use data, you should carefully read their privacy policies.

This privacy statement was amended on February 25, 2020 and is effective as of that date.

NAVIGATING THROUGH THIS STATEMENT

You can use the links below to navigate to areas of this statement that apply specifically to you, or which may otherwise be of interest:

[Some Important Vocabulary](#)

[What Personal Information Do We Collect?](#)

[How Do We Use the Personal Information We Collect?](#)

[When/With Whom Do We Share Personal Information?](#)

[Your Privacy Choices](#)

[What If You Submit Information From Outside the United States?](#)

[How Do We Protect Collected Personal Information?](#)

[The Law Varies From Place To Place](#)

[Children's Privacy](#)

[Purchasing Our Product Or Service Offerings](#)

[Changes To This Privacy Statement](#)

[Contacting Us](#)

SOME IMPORTANT VOCABULARY

Although not a contract itself, this privacy statement is an important document that explains how we address some of our legal obligations, and your related legal rights, so clarity is important. We'll use this section to let you know about some words that have special meanings whenever you see them in this statement. Let's start with the word "**statement**" itself: when we reference "**this statement**", "**this privacy statement**", and "**our statement**", we mean the Research Hive, LLC Online Privacy Statement you are reading now. Wherever we say "**Research Hive**", "**we**", "**us**", or "**our**", we mean Research Hive, LLC. We use the words "**you**" and "**your**" to mean you, the reader, and other visitors to our online and mobile resources who are, in all cases, over the age of 18. This age requirement is discussed in more detail later in this statement.

When we talk about our "**online and mobile resources**", we mean the Research Hive website found at www.researchhive.com and such others as we may make available from time to time, as well as the products or services offered thereon, and any mobile or other apps we've created and distributed to let our customers and followers view our website or otherwise interact with the content we provide. An "**affinity action**" is when you "follow" us, "like" us or take a similar or analogous action on our external social media presence. Finally, when we refer to "**personal information**", we mean information that can be used to

identify you or that can be easily linked to you. Thus, a list of personal information would include such things as your name, address, telephone number, email address, and date of birth.

WHAT PERSONAL INFORMATION DO WE COLLECT?

Generally, we collect personal information through automated/technical means and when you voluntarily provide it to us. We describe that automatic collection [here](#). We describe that type of voluntary submission immediately below. ***By using our online and mobile resources, you are signifying to us that you agree with this section of our privacy statement and that we may use and disclose your information as described.***

Voluntarily Submitted Information.

If you choose to participate in, or make use of certain activities and features available via our online and mobile resources, you will need to provide us with information about yourself. Here are some of the ways you voluntarily give us your personal information. The types of personal information you will be submitting to us in these situations is almost always limited to basic identifiers such as your name, email address, and phone number.

Here are some of the ways you voluntarily give us your personal information:

- **Communicating with Us (Sending Emails or Messages)** - When you send us an email or send us a message, your name, email address and any other personal information that may be in the content of your message or attached to it, are retained by us.
- **Filling out Online Forms (Scheduling a Demo)** - When you fill out an online form, such as to schedule a demo, your name, phone number, email address and any other personal information that may be in the content of your message or attached to it, are retained by us.

If you don't want us to collect this type of personal information, please don't provide it. This means you shouldn't participate in the activities on our online and mobile resources that request or require it and you may want to communicate with us by phone or regular mail instead. Participation is strictly your choice. Not participating may limit your ability to take full advantage of the online and mobile resources, but it will not affect your ability to access certain information available to the general public on the online and mobile resources.

Automatically Collected Information.

When you visit our online and mobile resources, basic information about your internet/electronic activity is automatically collected through your web browser via use of tracking technologies, such as a "cookie", which is a small text file that is downloaded onto your computer or mobile device when you access the online and mobile resources. Cookies and similar tracking technologies allow us to recognize your computer or mobile device and store some information about your preferences or past actions.

The information we collect through cookies includes things like:

- the domain name and IP address from which you accessed our online and mobile resources;
- the type of browser and operating system you use;
- the date and time and length of your visit;
- the specific page visited, graphics viewed, and any content downloaded;
- the specific links to other sites you accessed from our online and mobile resources; and
- the specific links from other sites you used to access our online and mobile resources.

Additional information about cookies and tracking technologies is available [here](#).

If you access our online and mobile resources from a phone or other mobile device, the mobile services provider may transmit to us certain information such as uniquely identifiable mobile device information. That, in turn, allows us to collect mobile phone numbers and associate them with the mobile device identification information. Some mobile phone service providers also operate systems that pinpoint the physical location of devices and we may receive this geolocation data as well.

When you use our online and mobile resources, we allow third party service providers to place their own cookies or similar technologies in order to engage in the same types of collection we describe above. For example, we use third party “web analytics” services such as those offered by Google (e.g., Google Analytics). For more information on how Google specifically uses this data, go to www.google.com/policies/privacy/partners/. You can learn more about how to opt out of Google Analytics by going to <https://tools.google.com/dlpage/gaoptout>.

External Sites, Apps, Links and Social Media.

We maintain a presence on one or more external social media platforms such as Twitter, Facebook, YouTube and LinkedIn and our online and mobile resources may contain links to other websites or apps controlled by third parties.

We are not responsible for either the content on, or the privacy practices of, social media platforms, or any third party sites or apps to which we link. Those apps, sites and platforms are not controlled by us and therefore have their own privacy policies and terms of use. **To be clear: neither this statement nor the terms of use appearing on or in any of our online and mobile resources apply to our external social media presence or any third party sites or apps to which we may link.** That means even if you take an affinity action on our external social media presence, and identifiers about you are automatically collected and given to us as a result, that collection and transfer is governed by the privacy policies and other terms of the applicable social media platform and are not our responsibility. If you have questions about how those apps, sites and platforms collect and use personal information, you should carefully read their privacy policies and contact them using the information they provide.

HOW DO WE USE THE PERSONAL INFORMATION WE COLLECT?

We use the personal information we collect only in the manner and through the means allowed by applicable law. That means we determine whether we have a lawful basis/legitimate business purpose to use your personal information before doing so. As stated in applicable law, such lawful bases/legitimate business purposes include receiving express consent, operating our business, performing a contract, and complying with a legal obligation.

We use the automatically collected personal information described [here](#) to compile generic reports about popular pages/features of our online and mobile resources, and to see how users are accessing our online and mobile resources and in some cases (such as affinity actions) send materials to you. We use the personal information you voluntarily submitted, as described [here](#), to respond back directly to you and/or send you the information you requested or about which you inquired. We also may use any such personal information you provide to customize our programs and newsletters to make them more relevant to you and for fraud prevention and other similar security activities. We do not sell or rent personal information automatically collected by, or which you voluntarily provide when using our online and mobile resources.

We use and retain your personal information in accordance with applicable law and as long as necessary to carry out the purposes described above in accordance with our internal data retention procedures.

WHEN/WITH WHOM DO WE SHARE PERSONAL INFORMATION?

Vendors and Business Partners.

We may share your personal information with our vendors and business partners who need it to perform under the contracts we have with them. Examples of the categories of such vendors and business partners with whom we share your information with include the vendors from whom we obtain technology and infrastructure services to host our online and mobile resources, as well as certain clinical trial sponsors who are paying for certain individuals to access the application. We do our best to disclose only the information each of those parties need.

Legal Requirements.

We may disclose personal information to government authorities, and to other third parties when compelled to do so by such government authorities, or at our discretion or otherwise as required or permitted by law, including responding to court orders and subpoenas.

To Prevent Harm.

We also may disclose your personal information when we have reason to believe that someone is causing injury to or interference with our rights or property, or harming or potentially harming other persons or property

Business Sale/Purchase.

If Research Hive or substantially all of its assets are acquired by one or more third parties as a result of an acquisition, merger, sale, reorganization, consolidation, or liquidation, your personal information may be one of the transferred assets.

YOUR PRIVACY CHOICES

If we are using personal information you provided to us in order to enable us to send you materials such as newsletters, product alerts, or other useful information via email, and you decide you don't want to receive such materials, you may opt out by following the opt-out instructions in the email or other communication, or by contacting us using the contact information below. When we receive your request, we will take reasonable steps to remove your name from our distribution lists. You need to understand it may take a period of time to remove your name from our lists after your request and due to such latency you may still receive materials for a period of time after you opt out. In addition to opting out, you have the ability to access, amend, and/or delete your personal information by contacting us using the contact information below.

Some browsers have a "do not track" feature that lets you tell websites that you do not want to have your online activities tracked. At this time, our online and mobile resources do respond to browser do not track signals.

WHAT IF YOU SUBMIT INFORMATION FROM OUTSIDE THE UNITED STATES?

We control and operate the online and mobile resources from within the United States of America (the "U.S."). Information collected through the online and mobile resources may be stored and processed in the United States or any other country in which Research Hive or its third-party service providers maintain facilities. Although we do not actively block or monitor visitors from other countries, the online and mobile resources are directed only at visitors from the U.S. As such, this privacy statement is consistent with U.S. law and practice and is not adapted to other laws (including European data security and privacy laws). Research Hive will apply the applicable laws of the U.S. including as embodied in this privacy statement in place of data protections under your home country's law. That is, you freely and unambiguously acknowledge that this privacy statement, not your home country's laws, controls how Research Hive will collect, store, process, and transfer your personal information. Similarly, the English language version of this privacy statement is the controlling version regardless of any translation you may attempt.

HOW DO WE PROTECT COLLECTED PERSONAL INFORMATION?

Our Data Security Program

We have adopted, implemented and maintain an enterprise-wide corporate information security and privacy program that includes technical, organizational, administrative, and other security measures designed to protect, as required by applicable law, against reasonably anticipated or actual threats to the security of your personal information (the "**Security Program**"). Our Security Program was created by reference to the obligations set forth under the Health Insurance Portability and Accountability Act ("**HIPAA**"). It includes, among many other things, procedures for assessing the need for, and as appropriate, either employing encryption and multi-factor authentication or using equivalent compensating controls. We therefore have

every reason to believe our Security Program is reasonable and appropriate for our business and the nature of foreseeable risks to the personal information we collect. We further periodically review and update our Security Program, including as required by applicable law.

Our Incident Response and Management Plan

Despite the significant investment we've made in, and our commitment to, the Security Program we cannot guarantee that your personal information, whether during transmission or while stored on our systems, otherwise in our care, or the care of our vendors and business partners, will be free from either failed or successful attempts at unauthorized access or that loss or accidental destruction will never occur. Except for our duty under applicable law to maintain the Security Program, we necessarily disclaim, to the maximum extent the law allows, any other liability for any such theft or loss of, unauthorized access or damage to, or interception of any data or communications including personal information.

All that said, as part of our Security Program, we have specific incident response and management procedures that are activated whenever we become aware that your personal information was likely to have been compromised. Those procedures include mechanisms to provide, when circumstances and/or our legal obligations warrant, notice to all affected data subjects within the timeframes required by law, as well as to give them such other mitigation and protection services (such as the credit monitoring and ID theft insurance) as may be required by applicable law. We further require in the contracts with our vendors and business partners that they notify us immediately if they have any reason to believe that an incident adversely affecting personal information we provided to them has occurred.

THE LAW VARIES FROM PLACE TO PLACE: GDPR, CCPA, ETC.

Privacy and data protection laws vary around the world and among the several United States. Some of those laws are more specific than others. We have reviewed our data-related business practices with legal counsel and, as of the effective date of this statement, do not believe we are governed by such specific laws as the General Data Protection Regulation under European Law also known as the "**GDPR**" or the California Consumer Privacy Act commonly referred to as the "**CCPA**".

At the same time, we understand that those who become customers of our products and services may have, or believe they have, GDPR, CCPA or other industry or jurisdiction-specific obligations that flow down to us. We address those obligations directly with such customers including the fact that we are, for certain customers, a Business Associate under HIPAA. For general site visitors, consumers and regulators who have questions about whether or how the GDPR, CCPA or other industry- or jurisdiction-specific laws apply to us, you can contact us using the contact information found [here](#).

CHILDREN'S PRIVACY

Federal law imposes special restrictions and obligations on commercial website operators who direct their operations toward, and collect and use information from, children under the age of 13. We take those age-related requirements very seriously, and consistent with it do not intend for our online and mobile resources to be used by children under the age of 18, and certainly not by anyone under the age of 13. Moreover, we do not knowingly collect personal information from minors under the age of 18. If we become aware that anyone under the age of 18 has submitted personal information to our online and mobile resources, we will delete that information and will not use it for any purpose whatsoever. If you believe that someone under the age of 18 has submitted personal information to our online and mobile resources, please contact us at info@researchhive.com. We encourage parents and legal guardians to talk with their children about the potential risks of providing personal information over the Internet.

PURCHASING OUR PRODUCT OR SERVICE OFFERINGS

If you choose to become a customer of our product or service offerings, you will be required to sign or otherwise affirmatively assent to a specific agreement or agreements with us (each such agreement, a "**Service Contract**") and the types of information we collect and the ways we use it and share it will be a bit different than what we described above.

Collection.

We necessarily collect more personal information from customers than we do from general visitors to our online and mobile resources. For instance, we need your name, email address, mobile number, and title in order for you to access and use our products and services. We refer to all the additional personal information we collect or maintain after you enter into Service Contract with us as “**Customer Information.**”

Use.

In addition to the users described [here](#), we use your Customer Information as necessary to perform our obligations under the Service Contract, including by providing the product or service to you. The Service Contract may also have some additional terms and conditions governing confidentiality, data privacy, and data security supplemental to this privacy statement. Conflicts between this statement and a Service Contract you enter into with us with respect to such matters will be resolved in favor of the Service Contract.

Sharing.

We share Customer Information with others under the same standard that we apply to its use. That is, we share with our vendors and business partners as necessary to provide the product or service to you, and to perform under any Service Contract you might enter into. The following are examples of some of the ways in which, and categories of third parties with which, we may need to share Customer Information:

- **Legally Compelled Use and Sharing** – as is the case with other information we collect, we may disclose Customer Information to government authorities and to other third parties when compelled to do so by government authorities, at our discretion, or otherwise as required or permitted by law, including responding to court orders and subpoenas. We also may disclose such information when we have reason to believe that someone is causing injury to or interference with our rights or property, other users of the online and mobile resources, or anyone else that could be harmed by such activities.
- **Business Transfer** – similarly, Customer Information, like other personal information we collect, may be transferred if Research Hive, or substantially all of its or their assets, are acquired by one or more third parties as a result of an acquisition, merger, sale, reorganization, consolidation, or liquidation.

CHANGES TO THIS PRIVACY STATEMENT

We reserve the right to change or update this statement from time to time. Please check our online and mobile resources periodically for such changes since all information collected is subject to the statement in place at the time of collection. Typically, we will indicate the effective/amendment date at the beginning of this statement. If we feel it is appropriate, or if the law requires, we'll also provide a summary of changes we've made near the end of the new statement.

CONTACTING US

If you have questions about our privacy statement or privacy practices, please contact us at:

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25568 Genesee Trail Road
Golden, CO 80401
866-884-5313
info@researchhive.com