

Thank you for choosing to be part of our community at System Improvements, Inc. ("Company", "we", "us", or "our"). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our notice, or our practices with regards to your information, please contact us at support@taproot.com.

When you visit our mobile application ("App"), and use our services, you trust us with your information. We take your privacy very seriously. In this privacy notice, we seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this privacy notice that you do not agree with, please discontinue use of our Apps and our services.

By using our mobile App, you are accepting the practices described in this Privacy Notice. This Privacy Notice applies to all information collected through our mobile App, and/or any related services, sales, marketing or events (we refer to them collectively in this privacy notice as the "Services").

What Personal Information Do We Gather?

- Information You Give Us:

We may receive and store any information you enter or record (in the form of video, audio or data entry) on our App and then synchronize or backup to any Company server. We may use the information that you provide for such purposes as responding to your requests, customizing and improving applications and software, backing up data, maintaining the server, and communicating with you. Except as otherwise listed below or on any contract between Company and customer, information stored by the customer solely on the App or on customer's own server will not be accessed by Company.

- Automatic Information:

We receive information regarding your geo-location, mobile device, push notifications, when you use our Apps.

- *Geo-Location Information.* We may request access or permission to and track location-based information from your mobile device, either continuously or while you are using our App, to provide location-based services. If you wish to change our access or permissions, you may do so in your device's settings.
- *Mobile Device Access.* We may request access or permission to certain features from your mobile device, including your mobile device's camera, microphone, storage, and other features. If you wish to change our access or permissions, you may do so in your device's settings.
- *Mobile Device Data.* We may automatically collect device information (such as your mobile device ID, model and manufacturer), operating system, version information and IP address.
- *Push Notifications.* We may request to send you push notifications regarding your account or the App. If you wish to opt-out from receiving these types of communications, you may turn them off in your device's settings.

When Do We Share the Information We Receive?

- With Your Consent: We may share your data if you have given us specific consent to use that data for a specific purpose.
- Performance of a Contract: Where we have entered into a contract with you, we may process and access your personal information in accordance with the terms of that contract.
- Third-Party Service Providers: We employ other companies and individuals to perform functions on our behalf. We may share your data with such third parties that require access to such information to perform their work. They may not use your information for other purposes. Examples include Google

Maps for the purposes of geo-location, and third-party providers of hosting services, server storage, and Application maintenance and development.

- Legal Obligations: We may disclose your information where we are legally required to do so in order to comply with Applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- Business Transfers: We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- Protection of Company and Others: We release account and other personal information when we believe release is Appropriate to comply with the law; enforce or Apply our agreements and/or policies; to protect the rights, property, or safety of ourselves, our users, or others; or to use as evidence in litigation in which we are involved. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction. This does not include selling, renting, sharing, or otherwise disclosing personally identifiable information from customers for commercial purposes in conflict with this Privacy Notice.

How Secure Is Information About Me?

We work to protect the security of your information during transmission to Company servers by using HTTPS. However, Company is not responsible for the security of data transmission to customer servers. It is important for you to protect against unauthorized access to your password and logon information. Be sure to sign off when finished using a device. Please also remember that we cannot guarantee that the internet itself is 100% secure. Although we will do our best to protect your information, transmission of information to and from our App is at your own risk. You should only access the services within a secure environment.

Which Information Can I Access?

Data that has been synchronized with Company or customer servers is no longer accessible to the customer via the App. Customer can access any information inputted by customer prior to synchronization.

How Long Do We Keep Your Information?

We will keep your information for as long as it is necessary for the purposes set out in this privacy notice or as set forth by separate agreement, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements).

When we have no ongoing, legitimate business need to process your information, we will either delete or anonymize it, or, if this is not possible (for example, because your information has been stored in backup archives), then we will securely store your information and isolate it from any further processing until deletion.

Do We Collect Information From Minors?

We do not knowingly solicit data from or market to children under 18 years of age. By using the App, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the App. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any information we have collected from children under age 18, please contact us at support@taproot.com.

What Are Your Privacy Rights?

Based on the laws of some countries, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please send a request to support@taproot.com.

If you are resident in the European Economic Area and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here: http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm

California Civil Code Section 1798.83, also known as the “Shine The Light” law, permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us using the contact information provided below.

Conditions of Use, Notices, and Revisions

If you choose to use our App, your use and any dispute over privacy is subject to this Notice and any Applicable contract, including limitations on damages, resolution of disputes, and Application of the law of the state of Tennessee, without reference to conflicts of laws. Nothing in this Privacy Notice alters the terms of any binding agreement signed by Company and customer.

We may update this privacy notice from time to time. The updated version will be indicated by an updated “Revised” date and the updated version will be effective as soon as it is accessible. If we make material changes to this Privacy Notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this Privacy Notice frequently to be informed of how we are protecting your information.

How Can You Contact Us About This Policy?

If you have questions or comments about this policy, you may email us at support@taproot.com or by mail to:

System Improvements, Inc
238 S Peters Rd Ste 301
Knoxville, TN 37923
United States