

## Privacy Policy

Last Updated April 9, 2025.

Nautilus Hyosung America, Inc. (“Hyosung,” “we,” “us,” or “our”), appreciates that privacy is important to you, and are committed to protecting it. This Privacy Policy (“Policy”) applies to information that we collect both offline and online, including but not limited to at [www.hyosungamericas.com](http://www.hyosungamericas.com) (the “Site”), as related to the provision of our products and services (“Services”).

### 1. Scope of This Policy

Our collection, use, disclosure, and processing of personal information about individuals will vary depending upon the circumstances and our relationship to such individual. This Policy is intended to describe our overall privacy and data protection practices. This Policy also describes the rights of individuals regarding their personal information, which may vary depending on the individual's state of residency.

*This Policy is not intended to cover collection of identifying information about our clients' customers. As to our clients' customers, we are a service provider and inquiries about that information should be directed to our respective customer.*

Our Site may include links to third party websites, services, and applications. These links are provided solely as a convenience to you and are not an endorsement of the content of such websites. This Policy does not apply to those websites, as we have no control over or responsibility for third parties' collection, or use of your information. These third-party websites may have their own privacy policies that you should review.

AS A COURTESY, THE FOLLOWING DISCLOSURES INCLUDE INFORMATION THAT IS EXEMPT FROM THE CALIFORNIA CONSUMER PRIVACY ACT (“CCPA”) AND OTHER STATE PRIVACY LAWS. THE COURTESY DISCLOSURES ARE MADE WITH A RESERVATION OF ALL RIGHTS THAT WE HAVE UNDER STATE PRIVACY LAWS.

### 2. Categories of Personal Information that We Collect

We recognize the importance of protecting the privacy and security of personal information. “Personal information” means information that identifies, relates to, describes, references, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer, household, or device. Personal information does not include:

- Publicly available information from government records.
- Information made available to the public by the individual or through widely distributed media.
- Deidentified or aggregated consumer information.

We collect personal information in a variety of contexts. For example, we collect personal information to provide our Services, for vendor management purposes, and for our backend office operations. The personal information we collect about a specific individual will depend on our relationship or interaction with that individual. We collect the following categories of personal information:

Category	Examples
Identifiers	A real name, alias, postal address, unique personal identifier, telephone number, online identifier, IP address, email address.
Other Personal Information	Name; signature; physical characteristics or description; address; telephone number; education, employment, or employment history; bank account number, debit card number, or any other financial information. Some personal information included in this category may overlap with other categories.
Protected Characteristics	Under California or federal law for classifications such as age (40 years or older); race; sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions).
Commercial Information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
Biometric Information	Physiological or behavioral characteristics from security footage or keystroke patterns or rhythms.
Internet or Network Activity	Browsing history, search history, IP address, operating system, browser type, information on a consumer's interaction with a website, application, or advertisement.
Geolocation Data	Physical location or movements.
Sensory Data	Audio, visual, or similar information.
Professional or Employment Related Information	Current or past job history.
Inferences	Profile reflecting preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.
Sensitive Personal Information	Financial account in combination with any required security or access code, password, or credentials allowing access to an account; racial or ethnic origin, biometric data (as described above).

### 3. Sources of Personal Information

The sources from which we collect personal information depend on our relationship or interaction with the specific individual. We obtain the categories of personal information listed above from the following types of sources:

- **Directly from you when you provide it to us.** For example, from forms, inquiries, or business to business interactions with our Site or information provided verbally in conjunction with our Services.

- **Indirectly from you.** We automatically collect information about you when you use our Services. The type of information that we collect varies depending on the settings of your web browser or device, but it may include: the pages you view on our Site; the date and time you access our Site; how long you use our Services; the type of web browser you are using (for example, Firefox or Chrome); the type of device you are using (for example, whether you are using a mobile device); your Internet Protocol address; and device IDs (including device advertising identifiers). Our vendors and/or third parties may also track your online behavior through links that you click on our Site. See Section 10 below titled “Cookies and Tracking” for more information. We may also use third-party tools to collect information you provide to us or information about how you use the Services, and may record your mouse movements, scrolling, clicks, and keystroke activity on the Services and other browsing, search, or purchasing behavior. These tools may also record information you enter when you interact with our Services or engage in chat features through our Services.
- **Public records or widely available sources,** including information from the media, and other records and information that are made available by government entities.
- **Outside companies or organizations** that provide data to support activities such as fraud prevention and marketing.
- **Outside companies and organizations** from whom we collect personal information as part of providing products and services, completing transactions, supporting our everyday operations, or business management and development.

#### 4. Purposes for Collection, Use, and Disclosure of Personal Information

The purposes for which we collect, use, and disclose personal information vary depending on our relationship or interaction with a specific individual. The table below lists the purposes for which we collect, use, and disclose personal information in different contexts and examples related to each.

Purposes for Collection, Use, and Disclosure	Examples
Providing and managing products and services	<ul style="list-style-type: none"> <li>• Provide you with information, products, or Services.</li> <li>• Provide you with physical access to our facilities.</li> <li>• Customer service surveys.</li> <li>• Fulfill or meet the reason you provided the information.</li> <li>• Provide, support, personalize, develop, and improve our Site and Services.</li> <li>• Create, maintain, customize, and secure your business account.</li> <li>• Process your requests, transactions and prevent transactional fraud.</li> <li>• Obtain support for fulfilling the above purposes from our vendors.</li> <li>• Undertaking activities to verify or maintain the quality or safety of a Service or device that is owned, manufactured, manufactured for, or controlled by us, and to improve, upgrade, or enhance the service or device that is owned, manufactured, manufactured for, or controlled by us.</li> <li>• To comply with our legal or regulatory obligations.</li> </ul>

Supporting our everyday operations, including to meet risk, legal, financial, and compliance requirements	<ul style="list-style-type: none"> <li>• Perform accounting, monitoring, or reporting.</li> <li>• Carry out our obligations and enforce our rights arising from any contracts entered into with customers or business partners.</li> <li>• Respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.</li> <li>• Support audit and investigations, legal request and demands, as well as exercise and defend legal claims.</li> <li>• Enable the use of service providers for business purposes.</li> <li>• Comply with laws, regulations, policies, procedures, and contractual obligations.</li> <li>• Obtain support for fulfilling the above purposes from our third-party service providers and contractors.</li> </ul>
Providing advertising and marketing Services	<ul style="list-style-type: none"> <li>• Market, personalize, develop, and improve our products and Services.</li> <li>• To provide you with alerts and notices concerning our products or Services, or events or news, that may be of interest to you.</li> <li>• Obtain support for fulfilling the above purposes from our vendors.</li> </ul>
Managing, improving, and developing our business	<ul style="list-style-type: none"> <li>• Maintaining the quality or safety of our Site or Services.</li> <li>• Performing internal research to improve service delivery.</li> <li>• Provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.</li> <li>• Obtain support for fulfilling the above purposes from our vendors.</li> </ul>
Ensuring security, integrity and functionality of our Site and Services	<ul style="list-style-type: none"> <li>• Maintain the safety, security, and integrity of our Site, products and Services, databases and other technology assets, and business.</li> <li>• Enable information security and anti-fraud operations.</li> <li>• Obtain support for fulfilling the above purposes from our vendors.</li> </ul>
Planning and facilitating business transactions	<ul style="list-style-type: none"> <li>• Engage in due diligence, planning, and implementing an actual or contemplated merger, acquisition, asset sale or transfer, financing, bankruptcy, or restructuring of all or part of Hyosung or another business.</li> <li>• To carry out our obligations and enforce our rights arising from any contracts entered into between you and us.</li> </ul>

## 5. How Long We Retain Your Personal Information

Based on contractual requirements and/or legal requirements, personal information is maintained for a specified period of time, as required by legal, regulatory, or industry requirements. Additional information such as emails, and vendor agreements are maintained for business purposes for an indefinite amount of time. Interest lists are maintained for an indefinite amount of time.

## 6. How We Disclose Personal Information

We disclose personal information to vendors and third parties for the business purposes as described above. The categories of third parties to whom we disclose personal information about an individual depend on, among other things, our relationship to or interaction with that individual. Such third parties include:

- With our **affiliates** we disclose Personal Identifiers, Other Personal Information, Protected Characteristics, Commercial Information, Biometric Information, Internet or Network Activity, Geolocation Data, Sensory Data, Professional or Employment Related Information, Education Information, Inferences, and Sensitive Personal Information.

- With **account servicing systems, payment processors, service request vendors, and fraud prevention vendors** we disclose Personal Identifiers, Other Personal Information, Protected Characteristics, Commercial Information, Biometric Information, Internet or Network Activity, Geolocation Data, Sensory Data, Professional or Employment Related Information, Education Information, Inferences, and Sensitive Personal Information.
- With **shipping providers** we disclose Identifiers and Other Personal Information.
- With **word processing, communication applications, and calendar providers** we disclose Personal Identifiers, Other Personal Information, Protected Characteristics, Commercial Information, Biometric Information, Internet or Network Activity, Geolocation Data, Sensory Data, Professional or Employment Related Information, Education Information, Inferences, and Sensitive Personal Information.
- With **government and regulatory agencies** we disclose Personal Identifiers, Other Personal Information, Protected Characteristics, Commercial Information, Biometric Information, Internet or Network Activity, Geolocation Data, Sensory Data, Professional or Employment Related Information, Education Information, Inferences, and Sensitive Personal Information.
- With **advisors** such as lawyers, accountants, auditors, banks / lenders, insurers, and consultants we disclose Personal Identifiers, Other Personal Information, Protected Characteristics, Commercial Information, Biometric Information, Internet or Network Activity, Geolocation Data, Sensory Data, Professional or Employment Related Information, Education Information, Inferences, and Sensitive Personal Information.
- With **data analytics, network monitoring services, website hosts and vendors, and incident response providers** we disclose Personal Identifiers, Other Personal Information, Protected Characteristics, Biometric Information, Internet or Network Activity, Geolocation Data, Sensory Data, Professional or Employment Related Information, Inferences, and Sensitive Personal Information.
- With **law enforcement agencies** or as otherwise legally required we disclose Personal Identifiers, Other Personal Information, Protected Characteristics, Commercial Information, Biometric Information, Internet or Network Activity, Geolocation Data, Sensory Data, Professional or Employment Related Information, Education Information, Inferences, and Sensitive Personal Information.
- With **merger and/or acquisition parties** we disclose Personal Identifiers, Other Personal Information, Protected Characteristics, Commercial Information, Biometric Information, Internet or Network Activity, Geolocation Data, Sensory Data, Professional or Employment Related Information, Education Information, Inferences, and Sensitive Personal Information.
- With **marketing providers** we disclose Other Personal Information, Protected Characteristics, Commercial Information, Commercial Information, Geolocation Data, Inferences, and Sensitive Personal Information.

## 7. Selling or Sharing of Personal Information

- Hyosung does not sell personal information.
- Hyosung does not “share” personal information. The California Consumer Privacy Act (CCPA) defines “sharing” as renting, releasing, disclosing, disseminating, making available, transferring, or

otherwise communicating a consumer's personal information by the business to a third party for cross-context behavioral advertising, whether or not for monetary or other valuable consideration.

- Our Site is not aimed at minors and we do not knowingly sell, "share" the personal information of, or target advertising to minors under 16 years of age without affirmative authorization.

## **8. Rights Under the CCPA**

The CCPA provides California residents with rights regarding their personal information - the Right to Know, the Right to Delete, the Right to Correct, the Right to Limit use of Sensitive Personal Information, and the Right to Non-Discrimination. This section describes your rights and explains how to exercise those rights, if applicable.

### **8.1. Right to Know**

You have the right to request that we disclose certain information to you about our collection and use of your personal information (the "Right to Know"). Once we receive your request and confirm your identity, we will disclose to you:

- Categories of Personal Information Collected, Disclosed, Sold, and/or Shared:
  - The categories of personal information we collected about you.
  - The categories of sources for the personal information we collected about you.
  - Our business or commercial purpose for collecting or selling that personal information.
  - The categories of third parties with whom we disclose that personal information and the corresponding categories of personal information disclosed.
  - If we sold or shared your personal information, the applicable categories of personal information.
- The specific pieces of personal information we collected about you.

### **8.2. Right to Delete**

Subject to exemptions and exceptions, you have the right to request that Hyosung and our service providers delete certain personal information that we collected about you (the "Right to Delete"). Once we receive your request to delete and confirm your identity, we will review your request to evaluate if an exemption or exception applies that permits or requires us to retain part or all of the information.

### **8.3. Right to Correct Inaccurate Personal Information**

You have the right to request that Hyosung correct inaccurate personal information about you (the "Right to Correct"). Once we receive your request and confirm your identity, we may request documentation from you to determine the accuracy of the information we maintain. If we determine that the information we maintain is inaccurate, we will correct it or delete if such deletion does not negatively impact you and you consent to this deletion. We reserve the right to deny your request, if we determine that the contested information is more likely than not to be accurate, based on the information available to us.

### **8.4. Right to Limit the Use of Sensitive Personal Information**



You have the right to direct a business that collects your sensitive personal information to limit its use to uses which are necessary to perform the services or provide the goods reasonably expected. However, Hyosung only uses Sensitive Personal Information as exempt from the CCPA; to provide the goods and services requested by you; to prevent, detect, and investigate security incidents; to resist malicious, deceptive, fraudulent, or illegal actions and to prosecute those responsible for such actions; to ensure people's physical safety; to perform services on our behalf; to verify or maintain the quality or safety of our products, services, and devices.

## **8.5. Right to Non-Discrimination**

Hyosung will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not deny you goods or Services, charge you different prices or rates for goods or Services, including through granting discounts or other benefits, or imposing penalties, provide you a different level or quality of goods or Services, suggest that you may receive a different price or rate for goods or Services or a different level or quality of goods or Services.

## **8.6. Submitting a Request to Know, Request to Delete, or Request to Correct**

You can submit a verified consumer request to know, correct, or delete personal information by either:

- Calling us at (800) 614-0273
- Fill out our webform at [www.hyosungamericas.com](http://www.hyosungamericas.com) or email [compliance@nhausa.com](mailto:compliance@nhausa.com).
- Only you, or an authorized agent, may make a request. You may also make a request on behalf of your child (please note that our Site is not directed to minors and we do not knowingly collect personal information about minors). Your request must:
- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized agent.
- Hyosung will ask you to provide your first and last name, email, phone number, and may ask for additional information, as needed, to confirm your identity or the identify of your authorized representative. We will avoid requesting sensitive personal information, except when needed, to verify a request.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. We will only use personal information provided in the request to verify the requestor's identity or authority to make it.

## **8.7. Authorized Agents**

You may authorize an agent to make a request on your behalf through the methods described above. If you choose to use an authorized agent, Hyosung requires that you provide the authorized agent with written permission to allow them to submit your request and that you verify your identity directly with Hyosung. In the alternative, an authorized agent can provide Hyosung with documentation of power of attorney for the consumer. Failure to provide the appropriate documentation may result in Hyosung denying your request. Hyosung will also need to verify the identity of the authorized agent. To make a

request on behalf of someone else, please email [compliance@nhausa.com](mailto:compliance@nhausa.com).

## 8.8. Response Timing and Format

We will confirm receipt of your request within ten (10) business days. If you do not receive confirmation within the 10-day timeframe, please email [compliance@nhausa.com](mailto:compliance@nhausa.com).

We endeavor to substantively respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to another forty-five (45) days), we will inform you of the reason and extension period in writing. We will deliver our written response by mail or electronically, at your option.

The response we provide will explain the reasons we cannot comply with a request, if applicable. For Requests to Know specific pieces of information, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

## 8.9. Appeal Process

If you believe we denied your request in error, please email us at [compliance@nhausa.com](mailto:compliance@nhausa.com). Please include your denial letter and documentation and/or information supporting your appeal. We will review and respond within sixty (60) days. If your appeal is denied, you may contact the California Attorney General to submit a complaint [here](#).

## 9. Nevada Privacy Law

Nevada law permits our users who are Nevada consumers to request that their personal information not be sold, even if their personal information is not currently being sold. Requests may be sent to [compliance@nhausa.com](mailto:compliance@nhausa.com).

## 10. Opt Out of Promotional Emails

Your provision of personal information through any registration form on our Site constitutes your affirmative consent that we may contact you by email to provide you with information and notices relating to our Services or third parties' products or services. If you do not wish to have your email address/contact information used by Hyosung to promote our Services or third parties' products or services, you can opt-out by sending us an email stating your request to [compliance@nhausa.com](mailto:compliance@nhausa.com). If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions or select the "unsubscribe" link at the bottom of the email.

## 11. Cookies, Tracking, and Analytics

We or our vendors may use cookies and other mechanisms to track information about your use of our Services. This section describes our use of such technologies and how you may exercise certain choices with respect to such technology:

- **Cookies.** We and our vendors may use cookies to track visitor activity throughout our Services. A cookie is a text file that transfers to your device for record-keeping purposes. We or our vendors



may use cookies to track user activities on our Site, such as the web pages you view and time you spend on our Services. The help section on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Visitors to our Site who disable cookies may not be able to browse certain areas of the Services.

- **Embedded Scripts.** We may use embedded scripts, which is code designed to collect information about how visitors interact with our Site, such as the website that linked you to our Site.
- **Analytics.** We use vendors, such as Google Analytics, to evaluate the use of our services. We use these tools to help us improve our Services, performance, and user experiences. These entities may use cookies and other tracking technologies, such as web beacons or local storage objects (LSOs), to perform their services. To learn more about Google's privacy practices, please review the Google Privacy Policy at [www.google.com/policies/privacy/](http://www.google.com/policies/privacy/). You can also download the Google Analytics Opt-out Browser Add-on to prevent your data from being used by Google Analytics at <https://tools.google.com/dlpage/gaoptout>.

### 13. Children Under the Age of 16

Our Site is not intended for children under sixteen (16) years of age. No one under age sixteen (16) may provide any personal information to or on our Site. We do not knowingly collect personal information from children under sixteen (16). If you are under sixteen (16), do not use or provide any information on our Site or through any of their features, register on our Site, or provide any information about yourself to us, including your name, address, telephone number, email address, or username you may use. If we learn we have collected or received personal information from a child under sixteen (16) without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under sixteen (16), please contact us at [compliance@nhausa.com](mailto:compliance@nhausa.com).

### 14. Security

We take commercially reasonable measures designated to safeguard your personal information. Despite these efforts, no measure is 100% effective in preventing all data security incidents and we cannot make any guarantees as to the security of your personal information. To protect your personal information from unauthorized access and use, Hyosung maintains physical, electronic, and procedural safeguards, and requires those to whom we disclose personal information to do the same. We recommend that you take measures to protect the security of your own personal information, such as not using the same password for multiple accounts, creating strong passwords, safeguarding your own information, and being vigilant about emails from unknown senders and clicking on unknown links.

### 15. Site is For United States Access Only

The owner of our Site is based in the State of Texas in the United States. We provide our Site for use only by persons located in the United States. We make no claims that our Site or any of its content is accessible or appropriate outside of the United States. Our Site is not to offer goods or Services to anyone located outside of the United States.

### 16. Social Media; External Links

Our Site may provide links to other third-party websites, including social media sites. These links are provided to you for your convenience only, and you access them at your own risk. Even if the third party is affiliated with Hyosung, if you choose to use these links, Hyosung is not responsible for the conditions

or results of use, privacy policies or practices, or the content of such external links or the person or entity responsible for them. You should review the applicable terms of use and privacy policy provisions of such third-party websites before using them.

Furthermore, any information you submit in a public forum or social marketing site that is publicly available (such as a chat room, public posting or blog, whether or not sponsored by Hyosung) can be read, collected, or used by us as well as others, and could be used to personalize your experience. You are responsible for the information you choose to submit through these media, and although we attempt to monitor user-posted content, such user-posted material is not subject to this Policy. Use of any Hyosung-related social media or marketing site may also be subject to additional policies and terms of use, which you should review before posting any such public information.

## **17. Do Not Track Signals**

Our Site does not respond to “Do Not Track” signals.

## **18. Enforceability**

In the event any of the provisions of this Policy shall be held to be unenforceable, the remaining provisions shall be unimpaired, and the unenforceable provision shall be replaced by such enforceable term or provision as comes closest to the intention underlying the unenforceable term or provision.

## **19. Changes to Our Policy**

We reserve the right to amend this Policy at our discretion and at any time. We will post any changes we make to our Policy on this page. When we make changes to this Policy, we will post the updated notice on our Site and update the Policy’s effective date. Your continued use of our Site following the posting of changes constitutes your acceptance of such changes.

## **20. Contact Us**

If you feel that we have failed to deal with your personal information in accordance with this Policy, or the applicable privacy laws, please contact us at the contact details listed below so we have an opportunity to resolve the issue to your satisfaction.

Alternatively, if you have any questions or comments about our Policy, the ways in which Hyosung collects and uses your information described here, your choices and rights regarding such use, or wish to exercise your rights under applicable law, please do not hesitate to contact us at:

Phone: (800) 614-0273

Email: [compliance@nhausa.com](mailto:compliance@nhausa.com)