

Glimmer, LLC Privacy Policy

Last Updated July 1, 2020

Glimmer, LLC (“Glimmer”) is an online community targeted towards creating a safe and empowering space where womxn and LGBTQ+ individuals can be connected to personalized and unique therapy services (the “Solution”). This is an agreement (“Agreement”) between Glimmer, and any person or entity (“you”, “your”, or “User”) who downloads, accesses, views, or otherwise uses Glimmer’s website and related content and/or services (the “Site”). Glimmer and User are collectively referred to as the “parties.” The disclaimers and terms of use in this Agreement are of general application and may be supplemented by additional policies, procedures, disclaimers, guidelines, rules, terms or conditions of specific application disclosed by Glimmer or its partners or affiliates, including through additional processes or other means, and shall be incorporated by reference. The Site is www.weglimmer.com.

We value your privacy. We will only ever ask you for information that we need in order to deliver the service that you have requested. We have created this Privacy Policy to ensure you know your rights and are aware that by using our website you are accepting the terms of our Privacy Policy.

1. Information We Collect.

- a) Glimmer may collect information that identifies the User, such as name, email address, location.
- b) Glimmer may store personal information about the User that they have submitted to the website. This includes name, email address, location, phone number, and in the case of purchases at Glimmer’s Marketplace, your shipping and purchasing information.

Use of cookies and other technologies to collect information. We use various technologies to collect information from your computer and about your activities on our site.

- a) **Automatically Collected Information.** Some information is collected automatically from your browser when you enter Glimmer’s website (weglimmer.com). This information includes your IP address, your browser type and language, access times, the content of any undeleted cookies that your browser previously accepted from us (see "Cookies" below), and the referring website address.
- b) **Cookies.** When you visit our website, we may assign your computer one or more cookies to facilitate access to our site and to personalize your online experience. Through the use of a cookie, we also may automatically collect information about your online activity on our site, such as the web pages you visit, the links you click, and the searches you conduct on our site. Most browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you choose to decline cookies, please note that you may not be able to sign in or use some of the interactive features offered on our website.

2. Use of Information Collected.

We use the collected data for various purposes, including, but not limited to:

- To provide and maintain the Site and Solution
- To notify you about changes to our Site
- To provide customer care and support
- To detect, prevent and address technical issues

We may collect your information when:

- a) When User subscribes to a publication (such as your name and email address) to keep User information and membership on file.
- b) When User purchases something from Glimmer's Marketplace. User's payment information is submitted directly to the credit card processor, who is responsible for its use and security.
- c) When User registers to be listed as a Therapist in our match-making system at Glimmer. We collect information that will be used to create a profile in the system, such as name, address, email address, as well as such professional information as the User's qualifications, certifications, the demographic region in which you practice, and fields of specialty. We collect additional information for our records that may not be displayed as part of your directory profile but is necessary to check the information the User provides.
- d) When a User registers to be connected with a Therapist through our match-making system, we collect information that will be used to create a profile, such as name, pronouns, email and phone number. We will also ask you questions regarding your personality and needs in a therapist. This helps us connect you with a therapist best fit for you. We do not collect or retain any information related to your therapy. As described in our Terms of Use, Glimmer does **not** provide the mental health services or any therapy services directly. The Solution is a communications platform for enabling connections between Users, Glimmer, and/or third-party individual providers. Please speak to your therapist directly regarding the privacy of the information you share with them.
- e) When User opens an email communication from Glimmer whether via Newsletter or otherwise, we may use a software technology called "web beacons" and analytics, to let us know which emails have been opened by the recipients. This allows us to know how well customers respond to certain communications and the effectiveness of our marketing campaigns.

- f) In addition, like most sites, Glimmer maintains logs of site usage for purposes such as to evaluate our Users' interest level in areas of the website, which and how many pages they look at, how long they stay on the website, and what Web browsers are used. This data is tracked in aggregate form via Squarespace, not at an individual user level, and is not uniquely identifying.

3. Your Posted Materials.

- a) The materials that Users post on the website, such as articles, blogposts, directory information and comments, are made available to be seen and read by other users of the website. No such materials are treated confidentially. Glimmer will remove a User's materials from the website via request, but Glimmer cannot give any assurances that such materials are not still available from servers maintained by others (such as search engines or proxy servers) or that others have not already downloaded and stored such materials.
- a. That said, when creating your account, Users have the options to make your profile more or less confidential. This is to the User's discretion.

4. Limitations.

The security of your data is important to us but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use reasonable means to protect your personal data, we cannot guarantee its absolute security. There is always some risk that an unauthorized third party may find a way around our security system. Further, we may disclose your information in some circumstances, including, but not limited to:

- **Advertising Purposes.** We allow our advertising and affiliate partners access to information by placing cookies on our Site.
- **Corporate Family.** We share information within our corporate family, such as with subsidiaries, joint ventures, or affiliates, in order to carry out our business efficiently and to the extent permitted by law.
- **Corporate Reorganization.** In the event that we enter into, or intend to enter into, a transaction that alters the structure of our business, such as a reorganization, merger, acquisition, sale, joint venture, assignment, consolidation, transfer, change of control, or other disposition of all or any portion of our business, assets or stock, we would share personal information with third parties, including the buyer or target (and their agents and advisors) for the purpose of facilitating and completing the transaction and such information would be part of the assets sold. We would share personal information with third parties if we undergo bankruptcy or liquidation, in the course of such proceedings.
- **To Prevent Harm.** We will share information if we believe it is necessary to detect, investigate, prevent, or take action against illegal activities, fraud, or situations involving potential threats to the rights, property, or personal safety of any person.
- **Legal Purposes.** We will share information where we are legally required to do so, such as in response to court orders, law enforcement or legal process, including for national security

purposes; to establish, protect, or exercise our legal rights, as required to enforce our terms of service or other contracts; to defend against legal claims or demands; or to comply with the requirements of any applicable law.

- **With Your Consent.** Apart from the reasons identified above, we may request your permission to share your personal information for a specific purpose. We will notify you and request consent before you provide the personal information or before the personal information you have already provided is shared for such purpose. You may revoke your consent at any time by writing us at team@weglimmer.com.
- **Aggregated information.** We may share aggregated, anonymized or de-identified information, which cannot reasonably be used to identify you, with our partners or research institutions. For example, we may share, including, without limitation, in articles, blog posts and scientific publications, general age demographic information and aggregate statistics about certain activities or symptoms from data collected to help identify patterns across users.

5. Opt-Out.

You may choose to prevent us from disclosing or using your personal data under certain circumstances (“opt out”). You may opt out of any disclosure or use of your personal data for purposes that are incompatible with the purpose(s) for which it was originally collected or for which you subsequently gave authorization by e-mailing us at (insert email address) or by following the procedures set forth in an electronic communication from us, if applicable. Furthermore, even where your personal data is to be disclosed and used in accordance with the stated purposes in this Privacy Policy, you may elect to opt out of such disclosure to and use by a third party that is not acting as our agent. There are some uses from which you cannot opt out, such as to provide products, features or services that you have requested from us.

Please note that making such requests does not ensure complete or comprehensive removal of the content. For example, we may retain your de-identified information indefinitely. Simply contact us to exercise any of your privacy rights. We may engage you to better understand the motivation the content and motivation of any request.

6. Amendment.

We reserve the right to change this policy in accordance with the amendment policy in the website’s “Terms of Use”.

7. Young Users.

We are committed to protecting the privacy of children. Our Solution is not intended or designed to attract anyone under the age of 13 (“Children”). We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your Children has provided us with personal data, please contact us at team@weglimmer.com. If we become aware that we have collected personal data from children

without verification of parental consent, we take steps to remove that information from our servers.

8. California Residents.

FOR RESIDENTS OF CALIFORNIA ONLY. Section 1798.83 of the California Civil Code requires select businesses to disclose policies relating to the sharing of certain categories of your personal data with third parties. If you reside in California and have provided your personal data to us, you may request information about our disclosures of certain categories of personal data to third parties for direct marketing purposes in the preceding calendar year.

ACCEPTANCE OF THESE TERMS

By creating a profile or signing up to use Glimmer, you explicitly consent that:

- I. WE MAY STORE AND PROCESS YOUR PERSONAL DATA YOU PROVIDE THROUGH THE USAGE OF THE SOLUTION AND THROUGH THE ACCOUNT CREATION SOLELY FOR THE PURPOSES INDICATED IN THIS PRIVACY POLICY. SUCH PURPOSES MAY INCLUDE SENDING YOU INFORMATION AND REMINDERS THROUGH THE SOLUTION OR TO THE EMAIL ADDRESS ON FILE.
- II. WE WILL NOT TRANSMIT ANY OF YOUR PERSONAL DATA TO THIRD PARTIES UNLESS OTHERWISE IS PROVIDED BY THIS PRIVACY POLICY. PLEASE NOTE THAT WE WILL NEVER SHARE YOUR EXACT AGE OR ANY DATA RELATED TO YOUR HEALTH AND WELLBEING WITH ANY THIRD PARTIES.

If you have any questions about our Privacy Policy, the Site, or its content, you may contact us by sending an email to: team@weglimmer.com