ark Privacy Policy
Date Last Revised: 22 May 2024

Privacy Statement
ark is committed to protecting the privacy and confidentiality of personal information we may collect. One of the main priorities is to main appropriate privacy measures for information obtained from visitors to https://www.arkdna.com/. This Privacy Policy document describes types of information that is collected and recorded by **ark** in various forms and methods and how we use it.

By visiting our websites or otherwise providing **ark** with personal information by any means, you accept and consent to the practices set forth in this Privacy Policy.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us at privacy@arkdna.com.

Definitions
Anonymous Information - Information that does not personally identify an individual, including aggregate demographic information.

Cookies - Small files that are stored by your web browser to help a particular system recognize you and the pages you visited in a website. **ark's** Website uses cookies to store your account information between sessions and to maintain information regarding how you navigate our website. **ark** does not collect any personal data or Sensitive Information from cookies. Most browsers automatically accept cookies, but you can set your browser to refuse cookies, though you may not be able to use all the features of this website. **ark** may use third party cookies (i.e., a cookie planted by a third party such as Google).

Customer - Means any person receiving services from **ark** pursuant to a written agreement.

Data Subject - The individual to whom any given Personal Data covered by this Privacy Policy refers.

Personal Data - Any information relating to an individual residing in the European Union or Switzerland that can be used to identify that individual either on its own or in combination with other readily available data.

Sensitive Information - Means personal information that reveals a natural person's race; gender; gender identification; ethnic origin; political, philosophical or religious beliefs; armed services participation or veteran status; trade union membership; information specifying a person's sex life; or that concerns a natural person's health or medical condition or treatment.

Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

ark does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

EU General Data Protection Regulation (GDPR)

ark complies with the EU General Data Protection Regulation (GDPR) to the fullest extent applicable. If there is any conflict between the terms in this Privacy Policy and the GDPR, then the GDPR shall govern. To learn more about the GDPR, please visit https://gdpr.eu/.

ark may perform capabilities as a Data Controller of your information. **ark** will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your information to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our policies. **ark's** legal basis for collecting and using personal information as described in this Privacy Policy depends on the Personal Data collected and the specific context in which we collect the information:

- **ark** needs to perform a contract with you
- You have given **ark** permission to do so
- Processing your personal information in connection with **ark** legitimate interests
- **ark** needs to comply with the law
- Process service requests and commitments, Incidents, and requests for change
- Process billing and/or shipping invoices
- Maintain accurate accounting information, manage customer relationships
- Market products/services, including recommending new products/services
- Process employment applications
- Perform other functions as described at the time of collection

If you wish to be informed on what Personal Data, we hold about you or if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information we have on you
- The right of rectification
- The right to object
- The right of restriction
- The right to data portability
- The right to withdraw consent

ark may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Requests for access, correction, amendment, or deletion should be sent to: privacy@arkdna.com.

HIPAA Notice of Privacy

In addition to owning and operating data centers, **ark** is a managed service provider to various persons who may be covered entities or business associates and will act in accordance with the privacy procedures established by federal law and agreements with such covered entities and business associates with respect to covered entity information and to fulfill covered entity requests. In many cases, such as within health systems and related sector companies, **ark** has entered into a business associate agreement and other contracts or terms that require **ark** to conform to a certain agreed Privacy Policy or other identified policies, as they pertain to limited use and disclosure and limited retention of certain data.

ark strives to ensure all applicable security controls and compliance requirements adhere to the applicable policies.

Log Files

ark follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

Cookies and Web Beacons

Like any other website, **ark** uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

How ark Collects Additional Information

ark collects any information that you provide when you use our website or other managed services. For example, when you register for a download, webinar, or other service **ark** may collect basic information about you such as your name, email address, physical address, phone number, and other personal and business demographic or contact information.

ark practices limited information collection. We only collect the information that is described at the time such information is collected from the individual.

Sharing and Access to Information

Your personal information may be made available within **ark**. We sometimes employ other companies and individuals to perform functions on our behalf, e.g., providing technical support, product development, and marketing. These vendors may need access to your personal information to perform their functions. Still, they will not use your personal information or data for
any other purpose.

ark shall practice limited use and disclosure, such that only information with notice is disclosed to third parties. **ark** shall only retain Sensitive Information as required by law or by contract, as specified within **ark** procedures or those policies or procedures to which **ark** is under contract or other commitment.

Email Communication

ark along with our partners and agents may use email to communicate with Customers, to respond to emails or to inform you about events or new products which you may be interested in. We will not send commercial solicitation emails to you if you request that such emails not be sent. Please see the “Choice” section below for more information about opting out of communications.

Choice

If Personal Data covered by this policy is to be used for a new purpose that is materially different from that for which the Personal Data was originally collected or subsequently authorized or is to be disclosed to a non-agent third party, **ark** will provide Data Subjects with an opportunity to choose whether to have their Personal Data so used or disclosed. Requests to opt out of such uses or disclosures of Personal Data should be sent to privacy@arkdna.com.

Security

ark takes all reasonable and appropriate measures to protect Personal Data covered by this Privacy Policy from loss, misuse, and unauthorized access, disclosure, alteration, and destruction, taking into due account the risks involved in the processing and the nature of the Personal Data.

Data Integrity and Purpose Limitation

ark limits the collection of Personal Data covered by this Privacy Policy to information that is relevant for the purposes of its processing stated in the section (How **ark** Uses Information). **ark** does not process such Personal Data in a way that is incompatible with its original purpose.

ark takes reasonable steps to ensure that such Personal Data is reliable for its intended use, accurate, complete, and current. **ark** takes reasonable and appropriate measures to comply with applicable legal requirements and retains Personal Data in identifiable form only for as long as it serves a purpose of processing.

If you have any questions or concerns regarding this Privacy Policy or our information collection practices or, please contact our compliance department at privacy@arkdna.com.

Enforcement/Sanction

ark utilizes its Network Operations Center for providing a twenty-four hours per day method of contact. **ark** also maintains a documented security incident process to aid in the resolution of this type of issue. **ark** does utilize an audit plan and process to provide a mechanism to systematically identify the level of compliance to policies and procedures, with actionable items arising out of that process that are tracked.

Verification and Modification

ark uses a periodic self-assessment approach to assure our compliance with this Privacy Policy. We may update or modify this Privacy Policy to reflect changes to how we will collect, use and/or share Information. Our Privacy Policy will reflect the date it was last updated. If we make material changes to this Privacy Policy that do not affect Personal Information already collected by **ark**, we will notify you by posting a notice of such changes on the privacy portion of this website. If **ark** intends to use your Personal Information in a manner different from that stated at the time of collection, you will be notified via email. Please check this Privacy Policy each time you use our website to ensure you are aware of any changes in our practices.

Dispute Resolution

ark commits to resolve complaints about collection or use of your Personal Data or Sensitive Information. For individuals not in the European Union or Switzerland, if you have any questions or concerns regarding this Privacy Policy or our information collection or use practices or if you believe **ark** has operated in a manner inconsistent with or in violation of this Privacy Policy, please contact **ark** at privacy@arkdna.com or via mail at: PO Box 1986, Cedar Rapids IA, 52406 Attn: Legal Department. **ark** will promptly investigate any suspected violations and will attempt to resolve any complaints in accordance with the principles set forth in this Privacy Policy.

Individuals in the European Union or Switzerland with inquiries or complaints regarding our EU General Data Protection Regulation (GDPR) framework policy should first contact **ark** via email at privacy@arkdna.com or via mail PO Box 1986, Cedar Rapids IA, 52406 Attn: Legal Department. For any GDPR complaints that cannot be resolved with **ark** directly, **ark** has committed to refer unresolved complaints to the European Data Protection Supervisor (EDPS). EDPS can be contacted at https://edps.europa.eu/data-protection/our-role-supervisor/complaints_en. The services of EDPS are provided at no cost to you. As further explained in the GDPR, a binding arbitration option will also be made available to you in order to address residual complaints not resolved by any other means.