

## CAPTIONCALL COOKIE NOTICE

To make Captioncall, LLC’s (“Captioncall”) websites and applications (collectively the “Sites”) work properly, and to provide the most relevant products and services to our customers, we place small data files called cookies on your device. This Cookie Notice provides you with information about cookies and how to control them our Sites.

### What is a Cookie?

A cookie is a string of information that is sent by a website and stored on your hard drive or temporarily in your device’s memory that enables the sites or service providers systems to recognize your browser and capture and remember certain information. Cookies on our Sites may be delivered in a first-party (set by a Captioncall website or app) or third-party (set by another website or app) context and may also be set in association with emails you receive from us.

### Cookies Used on Our Sites

We use cookies to help us remember and process the items in your shopping cart, understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. You may use the following cookies when you visit our Sites.

1. **Essential Cookies.** These cookies are essential for enabling user movement around our Sites and providing access to features such as your profile and purchases, and other secure areas of our Sites. These cookies do not gather information about you that could be used for marketing purposes and do not remember where you have been on the internet. This category of cookies cannot be disabled. The table below provides more information about these cookies.

Cookie Name	Source	Expiry	Purpose
Example	Captioncall	24 hours	This cookie is utilized for login purposes to ensure that account information is available when members log onto our website.

2. **Performance & Functionality Cookies.** These cookies track how you interact with our website so we can fix bugs and improve our user experience. These cookies may also save your user preference to make using our website easier.

Cookie Name	Source	Expiry	Purpose	How to Block
Example	Captioncall	2 years	This cookie monitors what pages are loading slowly on our website.	Open the Cookie Consent Tool to set your preferences or delete these cookies through your browser settings.

3. **Analytics Cookies.** We use Google Analytics cookies to collect information about how visitors use our website. These cookies collect information in the aggregate to give us insight into how

our website is being used. We anonymize IP addresses in Google Analytics, and the anonymized data is transmitted to and stored by Google on servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. The following table has more information about these cookies.

Cookie Name	Source	Expiry	Purpose	How to Block
Example	Google	24 hours	This cookie is utilized for login purposes to ensure that account information is available when members log onto our website.	Open the Cookie Consent Tool to set your preferences or delete these cookies through your browser settings.

4. **Marketing Cookies.** We also use marketing cookies that deploys a cookie when a user interacts with a marketing communication, such as a marketing email or a marketing-based landing page on our website. This cookie collects personal information such as your name, which pages you visit on our website, your history arriving at our website, your purchases from Captioncall, and the like. Collected information is used to evaluate the effectiveness of our marketing campaigns or to provide better targeting for marketing. The following table provides more information about this cookie.

Cookie Name	Source	Expiry	Purpose	How to Block
Example	Facebook	2 years	This cookie is utilized for marketing purposes	Open the Cookie Consent Tool to set your preferences or delete these cookies through your browser settings.

### Third Party Website Cookies

Third party cookies are cookies set by someone other than Captioncall for purposes such as collecting information on user behavior, demographics, or personalized marketing. When using our Sites, you may encounter embedded content, such as YouTube videos, or you may be directed to other websites for such activities as surveys, or complete purchases through third party payment providers. These websites and embedded content may use their own cookies. We do not have control over the placement of cookies by other websites, even if you are directed to them from our website.

### How to Control and Delete Cookies

1. **Consent Pop-Up**

The Captioncall Cookie Consent Pop-up can be utilized to customize your cookie preferences. The tool will record when you have consented to our cookie notice and will ask for consent. The consent pop-up specifically controls non-essentially cookies set by using our Sites. Essential cookies cannot be disabled, nor can the tool be used to block cookies on third-party websites linked from our website.

2. **Using Your Browser**

Many of the cookies used on our Sites can be enabled or disabled through our consent pop-up or

by disabling the cookies through your browser. To disable cookies through your browser, follow the instructions usually located within the “Help,” “Tools” or “Edit” menus in your browser. Please note that disabling a cookie or category of cookies does not delete the cookie from your browser unless manually completed through your browser function.

### **Cookies that Have Been Set in the Past**

Collection of your data from our analytics cookies can be deleted. If cookies are deleted, the information collected prior to the preference change may still be used, however, we will stop using the disabled cookie to collect any further information from your user experience. For our marketing cookie, when a user opts out of tracking, a new cookie is placed to prevent users from being tracked.

### **Questions?**

For more information, feel free to contact our data privacy officer at [privacy@captioncall.com](mailto:privacy@captioncall.com)