

Privacy Policy

Analgesic Solutions, LLC ("Analgesic Solutions") respects the privacy of visitors to our website, and recognizes your need for appropriate protection and management of the personally identifiable information you share with us.

This Privacy Policy sets forth Analgesic Solutions' practices regarding the collection, use and disclosure of personally identifiable information that you may provide through this website and your rights and choices in relation to your personal information. Please read this entire privacy policy before using this website or submitting information to Analgesic Solutions through this website. By using this website and submitting information through this website to Analgesic Solutions, you agree with the terms written below.

Data Collection & Use

Analgesic Solutions collects information from you in the course of your use of the Analgesic Solutions website, products, and services. We collect information from you when you contact or communicate with us (including through the website, by email, or otherwise). We also collect your personal information while monitoring the Analgesic Solutions website, products and services. We gather information about you when you provide it to us, or interact with us directly, for instance engaging with our staff. We may also in certain cases collect or receive information about you from other sources, such as from an administrative user in your organization in order to create a contact record for you.

Analgesic Solutions collects personally identifiable data when you voluntarily submit it to Analgesic Solutions, such as when you use the "contact us" feature on the website or otherwise communicate with us (such as by email or via our social media pages). Such information may include, but are not limited to, the following:

- Your full name, address, phone, fax and email contact information
- Information about your current or past employment such as employer name, title, address, and the industry of your employer,
- Preference information, such as the communications you receive from us; and
- Any other information relating to you (or other individuals) which you may provide to us

If you are providing personal information to us relating to a third party, you confirm that you have the consent of the third party to share such personal information with us and that you have made the information in this Privacy Policy available to the third party.

Analgesic Solutions collects certain information automatically when you use the website, such as the IP addresses and domain names of visitors, browser type, history of pages viewed and other usage information about your use of the website. We collect this information for site administration purposes, such as to analyze this data for trends and statistics. We may share statistical or aggregated non-personal information about our users with business partners, sponsors, and other third parties. This data is used to customize our website content and advertising to deliver a better experience to our users.

We may use cookies to track page visits to help us manage and analyze our website and e-mails usage more accurately. A cookie is a small file placed on your computer when you visit a website. Cookies are used to store information to manage your website experience such as your type of web browser. A cookie can also store preference information to customize your website experience.

Cookies help us understand how consumers use our website and emails so we can design better services in the future. Web browsers, through their settings, can be adjusted to disable cookies. However, Analgesic Solutions

may not be able to provide you with all the service or functionality you require on the website if you choose to disable cookies.

Please note that linked non-Analgesic Solutions websites may also use cookies. Analgesic Solutions cannot control the use of cookies by these non-Analgesic Solutions websites. We also want you to know that when you link from an Analgesic Solutions website to another website, that website may have the ability to recognize that you have come from an Analgesic Solutions website. If you do not want any other websites to know that you have been on this website, we recommend that you do not use the links provided in our website

Information About Children

Analgesic Solutions' websites are not intended for or targeted at children under 16, and we do not knowingly or intentionally collect information about children under 16. If you believe that we have collected information about a child under 16, please contact us at info@analgesicsolutions.com, so that we may review our records and delete the information as appropriate.

Sensitive or Special Categories of Information

Some countries consider some personal information, including but not limited to racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation, particularly sensitive or special. Analgesic Solutions does not knowingly or intentionally collect particularly sensitive or special information. To the extent Analgesic Solutions collects or processes data concerning health on behalf of our customers, all data has been rendered anonymous prior to receipt by Analgesic Solutions to the degree that such data concerning health no longer relates to an identified or identifiable natural person.

Compliance with Our Privacy Policy

Analgesic Solutions uses the information we collect only in compliance with this Privacy Policy.

We Never Sell Personal Information

We will never sell your personal information to any third party.

Use of Personal Information

In addition to the uses identified elsewhere in this Privacy Policy, we may use your personal information to:

- Provide the Analgesic Solutions website to you;
- Administer and improve your browsing experience by personalizing the Analgesic website;
- Send information or content to you which we think may be of interest to you by post, email, or other means and send you marketing communications relating to our business;
- Perform a contract between you and us
- Use for employment and human resources decisions, management, administration, and communication
- Promote use of our services to you and share promotional and information content with you in accordance with your communication preferences;
- Send information to you regarding changes to our Terms and Conditions, Privacy Policy, or other legal agreements;
- Meet legal requirements.

- Contact you on behalf of external business partners about a particular offering that may be of interest to you, but in those cases, we do not transfer your Personal Information to the third party.
- For the detection, prevention and resolution of fraud, security and technical issues with our website or provider;
- Communicate with you and to respond to questions that you have raised with us;
- Otherwise to fulfill the obligations under the Terms of Service;
- Protect and enforce our legal rights.

Use of Navigational Information

We use navigational information, such as the IP addresses and domain names of visitors, browser type, history of pages viewed, cookies, and other usage information about your use of the website to operate and improve the Analgesic websites. We may also use navigational information alone or in combination with personal information to provide you with personalized information about Analgesic Solutions.

Customer Testimonials and Comments

We may post customer testimonials and comments on our websites, which may contain personal information. We obtain each customer's consent via email prior to posting the customer's name and testimonial.

Security of your Personal Information

We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. We secure the personal information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. All personal information is protected using appropriate physical, technical and organizational measures.

Social Media Features

Our website may include Social Media Features, such as the Facebook Like button and Widgets, such as the Share This button or interactive mini-programs that run on our sites. These features may collect your IP address, which page you are visiting on our sites, and may set a cookie to enable the feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Websites. This Privacy Policy does not apply to these features. Your interactions with these features are governed by the privacy policy and other policies of the companies providing them.

External Websites

The Analgesic Solutions website provides links to other websites. We do not control, and are not responsible for, the content or practices of these other websites. Our provision of such links does not constitute our endorsement of these other websites, their content, their owners, or their practices. This Privacy Policy does not apply to these other websites, which are subject to any privacy and other policies they may have.

Public Forums

We may offer publicly accessible message boards, blogs, and community forums. Please keep in mind that if you directly disclose any information through our public message boards, blogs, or forums, this information may be collected and used by others. We will correct or delete any information you have posted on the Analgesic Solutions website if you so request, as described in "Opting Out and Unsubscribing" below.

Service Providers

We employ other companies and people to provide services to visitors to our website and our customers and may need to share your information with them to provide information, products or services to you. Examples may include removing repetitive information from prospect lists, analyzing data or performing statistical analysis, providing marketing assistance, processing credit card payments, supplementing the information you provide us in

order to provide you with better service, and providing customer service or support. In all cases where we share your information with such agents, we explicitly require the agent to acknowledge and adhere to our privacy and customer data handling policies.

In addition, we may share data with trusted partners to contact you based on your request to receive such communications, help us perform statistical analysis, or provide customer support. Such third parties are prohibited from using your personal information except for these purposes, and they are required to maintain the confidentiality of your information.

Merger or Acquisition

If we (or our assets) are acquired by another company, whether by merger, acquisition, bankruptcy or otherwise, that company would receive all information gathered by Analgesic Solutions on the websites. In this event, you will be notified via email and/or a prominent notice on our website, of any change in ownership, uses of your personal information, and choices you may have regarding your personal information.

Compelled Disclosure

We reserve the right to use or disclose your personal information if required by law or if we reasonably believe that use or disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or comply with a law, court order, or legal process.

Retention of Personal Information

How long we keep information we collect about you depends on the type of information. as described in further detail below. After such time, we will either delete or anonymize your information or, if this is not possible, then we will securely store your information and isolate it from any further use until deletion is possible.

We retain Personal Information that you provide to us where we have an ongoing legitimate business need to do so (for example, as long as is required in order to contact you about our products and services, or as needed to comply with our legal obligations, resolve disputes and enforce our agreements).

When we have no ongoing legitimate business need to process your personal information, we securely delete the information or anonymize it or, if this is not possible, then we will securely store your personal information and isolate it from any further processing until deletion is possible. We will delete this information from the servers at an earlier date if you so request.

If you have elected to receive marketing communications from us, we retain information about your marketing preferences for a reasonable period of time from the date you last expressed interest in our content, products, or services, such as when you last opened an email from us or the date we last provided services to you. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

Legal basis for processing Personal Information (EEA visitors only)

Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it. However, we will normally collect personal information from you only where we have your consent to do so, where we need the personal information to perform a contract with you, or where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms. In some cases, we may also have a legal obligation to collect personal information from you.

If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal

information is mandatory or not (as well as of the possible consequences if you do not provide your personal information). Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time what those legitimate interests are.

Transfer of Personal Information Across Borders

Analgesic Solutions is a limited liability company headquartered in the United States. All Personal Information sent or collected via or by Analgesic Solutions may be stored anywhere in the world, including but not limited to, in the United States, in the cloud, our servers, or the servers of our service providers. By providing information to Analgesic Solutions, you consent to the storage of your personal information in these locations. We may allow your personal information to be shared with our related entities or third-party service providers based both within the United States and in other countries. This may entail a transfer of your information from a location within the European Economic Area (the "EEA") to outside the EEA, or from outside the EEA to a location within the EEA.

When we provide your personal information overseas, we do so in connection with providing you with requested information or services or as required or authorized under law. It is possible the overseas entities, which we share your information with, may not be subject to foreign laws that provide the same level of protection of information as your country of residence or employment, or may not be subject to any privacy obligations. Overseas entities may be required or compelled to disclose your personal information to a third party, such as an overseas authority. Where we transfer information outside of the EEA, we will implement appropriate measures to ensure that your personal information remains protected and secure in accordance with applicable data protection laws. For example, our written agreement with them will include appropriate measures, usually standard contractual clauses.

Unfortunately, the transmission of information via the internet is not completely secure. Although we use reasonable efforts to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website and any transmission is at your own risk. Once we have received your personal information, we will use reasonable and appropriate procedures and security features to try to prevent unauthorized access.

Your Rights, including Removing, Correcting or Updating Personal Information

If you change your mind on how Analgesic Solutions discloses or uses your information, or wish to access, correct or update personal information (such as your address), we will endeavor to correct, update or remove the personal data you give us.

THE BELOW TABLE APPLIES TO INDIVIDUALS LOCATED IN THE EUROPEAN UNION (EU) AND EUROPEAN

ECONOMIC AREA (EEA) ONLY: You have certain rights with respect to your personal information. The rights may only apply in certain circumstances and are subject to certain exemptions. Please see the table below for a summary of your rights and who to contact to exercise them.

- **Right of access to your personal information:** You have the right to receive a copy of your personal information that we hold about you, subject to certain exemptions. We may require further information in order to respond to your request (for instance, evidence of your identity and information to enable us to locate the specific personal information you require).;
- **Right to rectify your personal information:** You have the right to ask us to correct your personal information that we hold where it is incorrect or incomplete.

- **Right to erasure of your personal information:** You have the right to ask that your personal information be deleted in certain circumstances. For example (i) where your personal information is no longer necessary in relation to the purposes for which they were collected or otherwise used; (ii) if you withdraw your consent and there is no other legal ground for which we rely on for the continued use of your personal information; (iii) if you object to the use of your personal information (as set out below); (iv) if we have used your personal information unlawfully; or (v) if your personal information needs to be erased to comply with a legal obligation.
- **Right to restrict the use of your personal information:** You have the right to suspend our use of your personal information in certain circumstances. For example (i) where you think your personal information is inaccurate and only for such period to enable us to verify the accuracy of your personal information; (ii) the use of your personal information is unlawful and you oppose the erasure of your personal information and request that it is suspended instead; (iii) we no longer need your personal information, but your personal information is required by you for the establishment, exercise or defense of legal claims; or (iv) you have objected to the use of your personal information and we are verifying whether our grounds for the use of your personal information override your objection.
- **Right to data portability:** You have the right to obtain your personal information in a structured, commonly used and machine-readable format and for it to be transferred to another organization, where it is technically feasible. The right only applies where the use of your personal information is based on your consent or for the performance of a contract, and when the use of your personal information is carried out by automated (i.e. electronic) means.
- **Right to object to the use of your personal information:** You have the right to object to the use of your personal information in certain circumstances. For example (i) where you have grounds relating to your particular situation and we use your personal information for our legitimate interests (or those of a third party); and (ii) if you object to the use of your personal information for direct marketing purposes.
- **Right to withdraw consent:** You have the right to withdraw your consent at any time where we rely on consent to use your personal information.
- **Right to complain to the relevant data protection authority:** You have the right to complain to the relevant data protection authority where you think we have not used your personal information in accordance with data protection law.

To exercise any of these rights, please contact us at info@analgesicsolutions.com or by mail to Analgesic Solutions LLC, 321 Commonwealth Rd. Suite 204, Wayland, MA 01778 Attention: Legal Department. We will respond to your request to change, correct, or delete your information within a reasonable timeframe and notify you of the action we have taken.

Contacting Analgesic Solutions with Questions, Concerns or Complaints

Should you have any questions, concerns or a complaint about this Privacy Policy, please contact info@analgesicsolutions.com, or via mail at 321 Commonwealth Rd., Suite 204, Wayland, MA, 01778 United States

You are entitled to make an anonymous complaint or inquiry in relation to this Privacy Policy or your privacy rights; however, we may require you to identify yourself if required by law or it is impracticable for us to deal with your matter otherwise.

We will acknowledge receipt of any complaint within five business days and will endeavor to provide you with a written response within 30 days of receipt of your complaint. There may be instances where this is not possible due to the contents of the complaint. In such circumstances, we will respond to your complaint in a reasonable and practical time.

If you are not satisfied with the outcome of your complaint, Analgesic Solutions will be happy to provide you with contact information for the appropriate authorities in your jurisdiction. Additionally, many jurisdictions allow for private rights of action.

Website and Communications Terms of Use

Please refer to Terms of Use on all issues related to accessing, posting and sharing information through Analgesic Solutions' website and communication services.

Privacy Policy Updates

Analgesic Solutions may, at any time, revise this privacy policy by updating this posting. Data will be handled in accordance with the policy in effect at the time the data is collected.

If you have any questions about this privacy statement, the practices of this site, or your dealings with this web site, please contact info@analgesicsolutions.com.

This Privacy Policy was last updated as of 25 May 2018.