PRIVACY POLICY

Last Update: April 7, 2026

N3XUS, LLC d/b/a ORCHID (the “Company”, “Website”, "we", "us", or "our") respects your privacy and is committed to protecting it through our compliance with this policy.

This Privacy Policy describes the type of information we may collect from you or that you may provide when you visit https://orchidpros.com/ (the "Site") or otherwise communicate with us regarding the Site (collectively, the "Services") and our practices for collecting, using, maintaining, protecting, and disclosing that information. For purposes of this Privacy Policy, "you" and "your" mean you as the user of the Services, whether you are a customer, website visitor, or another individual whose information we have collected pursuant to this Privacy Policy. Personal information is information that identifies you, relates to you, or describes you.

If you do not agree with our policies, you have the option not to use our Website. By accessing or using this Website, you agree to this privacy policy.

This policy applies to information we collect:

- On this Website.
- In email, text, and other electronic messages between you and this Website.
- When you use our products and services.

It does not apply to information collected by:

- Us offline or on any other website operated by Company or any third party (including our affiliates and subsidiaries); or
- Any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or through the Website.

Changes to This Privacy Policy

We may update this Privacy Policy. We will post the revised Privacy Policy on the Site and update the "Last updated" date. If we make material changes to how we treat our users’ personal information, we will notify you by email and through a notice on the Website home page. You are responsible for ensuring that we have an active and deliverable email address for you, and for visiting our Website and reviewing this privacy policy regularly to check for updates.

Questions or concerns?

Reading this privacy notice will help you understand your rights and choices regarding your privacy. If you do not agree with our policies and practices, please do not use our Services. If you still have questions or concerns, please contact us at info@orchidpros.com

Information we collect from you

- Personal information, such as name, postal address, e-mail address, telephone number, comments, and postings, the times you visited the Website, and any other identifier by which you may be contacted online or offline ("personal information").
- Details of your visits to our Website, including browsing information, traffic data, location data, logs, and other communication data, and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.
- Information entered into our AI features, such as chats.

How We Collect Information

- Directly from you when you provide it to us.
- Automatically through automatic data collection as you navigate through the site.
- From third parties, for example, our vendors or business partners.

Information We Collect Directly from You

- Contact details, including your name, address, phone number, and email.
- Transaction information, including your name, billing address, shipping address, payment confirmation, email address, and phone number.
- Account information, including your username, password, security questions, and other information used for account security purposes.
- Customer support information, including the information you choose to include in communications with us.
- Information that you provide by filling in forms on our Website or information you post on our AI features.
- Your search queries on the Website.
- Device data, including information about your computer, phone, tablet, or other device you use to access the Services.

- Log and usage data are service-related, diagnostic, usage, and performance information that our servers automatically collect when you access or use our Services and that we record in log files.
- Location data, such as information about your device's location, can be either precise or imprecise.

Technologies We Use For Automatic Data Collection

- Cookies (or browser cookies) are files that are automatically generated when you visit our website and placed on the hard drive of your computer. You may decline browser cookies. However, if you select this setting, you may be unable to access certain parts of our Website.
- Web Beacons are pages of our Website and our emails that may contain small electronic files (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit tracking of user activity for website statistics, which may be linked to personal information provided by users.

Information We Obtain from Third Parties

- Payment information from our payment processors is used to process your payment in order to fulfill your orders and provide you with the products or services you have requested.
- When you visit our Site, open or click on emails we send you, or interact with our Services or advertisements, we, or third parties, may collect certain information using online tracking technologies.

How We Use Your Personal Information

- To present our Website and its content.
- To provide you with information, products, or services that you request from us.
- To send you information for marketing and promotional purposes. You can opt out of this targeted marketing.
- To carry out our obligations and enforce our rights arising from any contracts entered into between us.
- To notify you about changes to our Website or any products or services we offer or provide through it.
- To allow speakers and partners to communicate with you and offer third-party products and services.
- We use your personal information to provide you with customer support and improve our Services.
- We use your personal information to detect, investigate, or take action regarding possible fraudulent, illegal, or malicious activity.

- To respond to user inquiries/offer support to users. We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- To evaluate and improve our Services, products, marketing, and your experience. We may process your information when we believe it is necessary to identify usage trends, determine the effectiveness of our marketing efforts, and evaluate and improve our Services, products, marketing, and your experience.
- For any other purpose with your consent.

If you opt to receive any free resources or purchase any products sold by the Company and consent to receiving emails from us, we will automatically have you receive our free email newsletter. You can unsubscribe anytime if you do not wish to receive this newsletter. We include an "unsubscribe" link at the bottom of every email. If you ever have trouble unsubscribing, you can email info@orchidpros.com to request removal or unsubscribe from future emails.

Your General Data Protection Regulation ("GDPR") Rights

The legal basis for which we use your personal information for these data processing activities is our legitimate interest in keeping our website secure, providing effective service and sending you information for marketing purposes. You will only be added to our email list if you consent to receiving our emails. If you are located within the European Union ("EU"), according to Art. 6 (1) (f) GDPR, you have the following rights.

- Knowing how long we'll keep your information. We will keep you information until you ask us to delete it or we no longer need it.
- You have the right to access or delete your information.
- You can withdraw consent to the Company's processing of your data.
- You can file a GDPR related complaint.
- You have the right to limit the personal information that you provide.

Disclosure of Your Information

ORCHID respects your privacy. We do not sell, rent, or share your personal information, including phone numbers, with third parties for marketing or lead generation purposes.

We may disclose your personal information to third parties for legitimate purposes and other reasons, subject to this Privacy Policy. We will not disclose your name and address, along with the title, description, or subject matter of any materials you have viewed on our Website, unless you opt-in to such disclosure by clicking a checkbox authorizing such disclosure or email us at info@orchirpros.com.

We may disclose your personal information in circumstances such as:

- With third parties who perform services on our behalf (payment processing, data analytics, customer support, cloud storage, fulfillment, and shipping).
- With business, contractors, and marketing partners who provide support, services, and advertising.
- When you direct, request us, or otherwise consent to our disclosure of certain information to third parties, such as to ship you products or through your use of social media widgets or login integrations, with your consent.
- Affiliates include our franchisees, our subsidiaries, joint venture partners, and other companies that we control or are under common control with us.
- For any other purpose disclosed by us when you provide the information.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our Terms & Conditions and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of our Company, our customers, or others.

Business Transfers.

We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company

- When we use Google Analytics. We may share your information with Google Analytics to track and analyze how you use the Services.
- With your consent.

SMS

Information collected as part of SMS consent is used solely for communication related to appointment reminders and service follow-ups. Message frequency may vary. Message and data rates may apply. You may opt out at any time by replying STOP or request assistance by replying HELP.

Third Party Websites and Links

Our Site may provide links to third-party websites or other online platforms. If you follow links to sites not affiliated or controlled by us, you should review their privacy and security policies and other terms and conditions. We do not guarantee, and are not responsible for, the privacy or security of such sites, including the accuracy, completeness, or reliability of the information found on them. Our inclusion of such

links does not, by itself, imply any endorsement of the content on such platforms or of their owners or operators.

Children's Online Privacy Protection Act

Our website is not intended to be used by children under 16 years of age, and we do not knowingly collect any personal information about children. If you are the parent or guardian of a child who has provided us with their personal information, you may contact us via our email below to request that it be deleted. If you are under 16, do not use or provide any information on this Website or through any of its features.

As of the Effective Date of this Privacy Policy, we do not have actual knowledge that we “share” or “sell” (as those terms are defined in applicable law) personal information of individuals under 16 years of age.

Data Security and Protecting and Retention of Your Information

We do our best to protect your personal information, but please be aware that no security measures are impenetrable. We cannot guarantee perfect security. The transmission of information via the internet is not completely secure, and the transmission of personal information is at your own risk. We recommend that you do not share passwords or use insecure channels to communicate confidential information to us. All sensitive information is protected by SSL technology.

The safety and security of your information also depend on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to exercise caution when sharing information in public areas of the Website, such as message boards. The information you share in public areas may be viewed by any user of the Website.

How long we retain your personal information depends on different factors, such as whether we need the information to maintain your account, to provide the Services, comply with obligations by law, resolve disputes or enforce other applicable contracts and policies. If there is any known data breach we will notify you within 10 business days.

Your Rights

Depending on where you live, you may have some or all of the rights listed below in relation to your personal information. However, these rights are not absolute, may apply only in certain circumstances and, in certain cases, we may decline your request as permitted by law.

- **Right to Access / Know:** You may have a right to request access to personal information that we hold about you, including details relating to the ways in which we use and share your information. You may also send us an email at info@orchidpros.com to request access to, correct, or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.
- **Right to Delete:** You may have a right to request that we delete personal information we maintain about you.
- **Right to Correct:** You may have a right to request that we correct inaccurate personal information we maintain about you.
- **Right of Portability:** You may have a right to receive a copy of the personal information we hold about you and to request that we transfer it to a third party, in certain circumstances and with certain exceptions.
- **Restriction of Processing:** You may have the right to ask us to stop or restrict our processing of personal information.
- **Withdrawal of Consent:** Where we rely on consent to process your personal information, you may have the right to withdraw this consent.
- **Appeal:** You may have a right to appeal our decision if we decline to process your request. You can do so by replying directly to our denial.
- **Managing Communication Preferences or Unsubscribe:** We may send you promotional emails, and you may opt out at any time by using the unsubscribe option displayed. If you opt out, we may still send you non-promotional emails, such as those about your account or orders that you have made.
- **Cookies and similar technologies:** Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Services.

How we keep your information safe

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of the personal information we process. However, despite our safeguards and efforts to secure your information, so electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal

information to and from our Services is at your own risk. You should only access the Services in a secure environment.

Your California Privacy Rights

If you are a California resident, California law may provide you with additional rights regarding our use of your personal information. The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights. You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months (the "right to know"). Once we receive your request and confirm your identity, we will disclose to you the specific information we collected, categories and sources of personal information we collect from you, business purpose for collection of information, and categories of businesses that we shared this information with. You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions (the "right to delete"). Once we receive your request and confirm your identity, we will review your request to see if an exception allowing us to retain the information applies. We may deny your deletion request if retaining the information is necessary for us or our service provider.

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. However, please know we do not currently sell data triggering that statute's opt-out requirements.

To exercise your rights to know or delete as described above, please submit a request by emailing us at info@orchidpros.com or writing to us at P.O. Box 463, Rutherford, NJ 07070. We will not discriminate against you for exercising any of your CCPA rights.

Your Nevada Privacy Rights

Nevada residents who wish to exercise their sale opt-out rights under Nevada Revised Statutes Chapter 603A may submit a request to this designated info@orchidpros.com. However, please note that we do not currently sell data that triggers the statute's opt-out requirements.

Complaints

If you have complaints about how we process your personal information, please contact us using the contact details provided below. If you are not satisfied with our response to your complaint, depending on where you live, you may have the right to

appeal our decision by contacting us using the contact details set out below, or lodge your complaint with your local data protection authority.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Website home page. If we make material changes to how we treat our users' personal information, we will notify you through the email address you provided and/or through a notice on the Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date, active, and deliverable email address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

Security Commitments

N3XUS, LLC dba ORCHID takes security and privacy very seriously. It is our priority to protect the data we work with. We take the following steps to ensure that data is safe.

Organizational

- Background checks are completed on all new and prospective employees.
- Assign roles and responsibilities.
- Security policies are reviewed and accepted by all relevant team members.

Cloud

- Regularly scheduled vulnerability scanning.
- Logging and monitoring of cloud services.

Access

- Limited access to confidential information.
- Password requirements are put In place for employees.
- Password management policy is in place.

Risk

- Annual risk assessment and vendor review process
- Email Information & Policies

If you correspond with us through email, we may retain the content of your email messages, your email address, and our responses. We provide the same protections for these electronic communications as we do for information received online, by

mail, and by telephone. This also applies when you visit our website, sign up through any of our forms using your email address, or make a purchase on this site. We are committed to keeping your email address confidential. We do not sell, rent, or lease our subscription lists to third parties and will not disclose your email address to any third parties except as allowed in the Disclosure Of Your Information section. We will maintain the information you send via email in accordance with applicable federal law. In compliance with the CAN-SPAM Act, all emails from our Company will clearly state who the email is from and provide clear information on how to contact the sender. In addition, all email messages will include instructions on how to unsubscribe from our mailing list, so you receive no further email communications from us. Our emails allow users to opt out of receiving communications from our partners and us by following the unsubscribe instructions at the bottom of any email they receive from us at any time. All users who no longer wish to receive our newsletter or promotional materials may opt out of receiving these communications by clicking on the unsubscribe link in the email.

Data Breach Procedures

We take all necessary precautions to safeguard your personal data and ensure your information remains secure. We utilize online payment systems and adhere to widely accepted security standards to prevent loss or misuse of personal data. However, it's important to note that no security measure is completely infallible, and no data transmission method can be fully protected against misuse. Therefore, we cannot assure the complete security of any information you send to us. By agreeing to this Privacy Policy, you acknowledge that your personal data could be accessed online globally. We cannot prevent other parties from using or misusing your data.

In the unlikely event that customer data is lost, stolen, or potentially compromised, our policy is to notify our customers via email within 72 hours of becoming aware of the situation. We will also report such incidents to the relevant data protection authority. We will collaborate closely with any affected customers to determine the appropriate next steps, including end-user notifications, necessary patches, and measures to prevent similar occurrences in the future.

Contact

Should you have any questions about our privacy practices or this Privacy Policy, or if you would like to exercise any of the rights available to you, please call or email us at your info@orchidpros.com, or contact us at P.O. Box 463, Rutherford, NJ 07070. For the purpose of applicable data protection laws, and if not explicitly stated otherwise, we are the data controller of your personal information.