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#### INFORMATION THAT WE COLLECT, AND HOW WE USE IT

INCO-PRO collects information from our users when they create their account for this Site, when they request copies of publications; seek additional information regarding our services or employment opportunities, or register for conferences and other INCO-PRO -sponsored events. Some of INCO-PRO registration, enrollment, account setup and other forms may ask users to give us contact information, unique personal identifiers, financial information, subject areas of interest and/or demographic information. We may use this data to tailor the visitor's experience at our Site or, if applicable, to assess candidacy and qualifications for employment with INCO-PRO. We sometimes aggregate demographic information and the types of systems and browsers of users for internal purposes, so that we may better understand the user population of our Site, identify subject areas of interest, and determine whether the Site is designed to work with the computer settings of a majority of our visitors. INCO-PRO also may conduct user surveys on the Web, which usually are intended to provide INCO-PRO with information on a number of areas, such as user identity, user viewing habits, whether or not users found what they were searching for, whether the Site content is relevant to user needs, and the like. INCO-PRO uses the information gathered from such surveys to improve our web content, navigation, and overall visitor experience.

Any personal information that you provide, such as your name, address, e-mail address, phone number, subject areas of interest, etc., allows INCO-PRO to inform you about updates to the service and to notify you about other products and services offered by INCO-PRO that may be of interest to you. We will not sell, share, or rent or otherwise make available any of that information to other parties, except that we may disclose the information to third parties who perform services on our behalf and have a need to access the information in connection with those services. In addition, INCO-PRO may disclose contact information for you in response to inquiries by bona-fide rights owners in

connection with allegations of infringement of copyright or other proprietary rights arising from information that you have posted on the Site or otherwise provided to INCO-PRO. Individuals that subscribe to e-mail newsletters are given the opportunity to opt-out of promotions, news, and information at the time of sign up. INCO-PRO also provides users the opportunity to opt-out of receiving communications from us at the points where we request information. You may also feel free to contact us as indicated below.

## E-MAIL ADDRESSES

We may collect the e-mail addresses at the point of subscription, of users who wish to receive e-mail notification of publications and press releases in identified subject areas of interest, and of those who send us e-mail messages or express interest regarding our services or employment opportunities, or register for conferences and other INCO-PRO - sponsored events. We will not, however, share any email addresses with any third party or send unsolicited e-mail to any of the addresses we collect, except in very limited circumstances as set forth in this policy.

## COOKIES

INCO-PRO may use browser cookies on this Site to keep track of your visit to our Site. A "cookie" is a small amount of data that is sent from a Web server to your browser and stored on your computer's hard drive. Use of cookies may allow INCO-PRO to provide a higher quality, more relevant, customer experience. Use of cookies may also allow INCO-PRO to automate entry into password protected portions of the Site so that you will not need to re-enter your password each time you visit our Site. We may also use cookies to track which areas of the web site are most popular with our users and to further INCO-PRO understanding concerning overall use of the site. With most Internet Browsers, you can erase cookies from your computer hard drive, block all cookies, or receive a warning before a cookie is stored on your computer. Please refer to your browser instructions or a help screen to learn more about these functions and how to use them. Please be advised that certain sections or functionalities of the Site may be inaccessible to you if your browser does not accept cookies. This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. 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. You may refuse the use of cookies by selecting the

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## INTERNATIONAL TRANSFER OF INFORMATION

Because INCO-PRO is a global organization, information collected on this Site or through other means may be transferred from time to time among the INCO-PRO offices or personnel, or to third parties located throughout the world, including offices located outside the European Economic Area, and this Site may be viewed and hosted anywhere in the world, including countries that may not have laws regulating the use and transfer of personally-identifiable data. INCO-PRO complies with the EU Safe Harbor Framework as set forth by the E.U. Department of Commerce regarding the collection, use and retention of personal information from European Union member countries. By using the Site, submitting information through the Site, or submitting information to INCO-PRO through other means, you voluntarily consent to such international transfer and hosting of such information.

## SECURITY PROCESSES

INCO-PRO has in place technological and operational security processes designed to protect personally identifiable information from loss, misuse, alteration or destruction. Only authorized employees and contractors will have access to any data provided by you, and that access is limited by need. Each employee or contractor having access to any personally-identifiable information is obligated to maintain its confidentiality. Although we take steps that are generally accepted as industry standard to protect your personally-identifiable information, INCO-PRO cannot guarantee that your personally-identifiable information will not become accessible to unauthorized persons.

## LINKS TO OTHER WEB SITES

INCO-PRO is not responsible for the privacy practices or the content of any non- INCO-PRO web sites to which we link from this Site.

## COMPLIANCE WITH LAW

INCO-PRO complies with all applicable privacy laws and regulations. INCO-PRO may be compelled to surrender personal user or customer information to legal authorities without express user

consent if presented with a court subpoena or similar legal or administrative order, or as required or permitted by the laws, rules and regulations of any nation, state or other applicable jurisdiction. Also, in the event of a violation of the terms and conditions of use of this Site or a violation of any restrictions on use of materials provided in or through this Site, we may disclose personal user information to our affected business partners or legal authorities.

### CHANGE AND/OR DELETE INFORMATION

You may access, correct, update, and/or delete as the case may be, any personally-identifiable information that you submit to INCO-PRO through this Site or through other means. To do so, please either follow instructions on the page of the Site on which you have provided such information or subscribed or registered or contact us.

### CHILDREN

INCO-PRO understands the importance of protecting children's privacy, particularly in their online interactions. This website is not designed for and does not intentionally target or solicit to children 18 years of age and younger.

### USE OF INCO-PRO WEB SITES

Your access to and use of the Site are subject to certain terms and conditions, which are summarized in our Terms and Conditions of Use.

### CONTACT US

If you have any questions about this privacy policy, or INCO-PRO collection and use of information, please contact us.