



Last modified: November 14, 2023

## **Privacy Policy**

We respect and are committed to protecting the privacy of our users. This Privacy Policy explains how iCharter LLC and our subsidiaries and affiliates (together, “**iCharter**” or “**Company**” or “**us**” or “**we**”) collects, uses and shares personal information about you and the choices that are available to you with respect to our handling of your information. This Privacy Policy applies to personal information we collect when you interact with us online (i.e., through our website or other online products or services) or otherwise interact with us as described below. Our website and online services and interactions with you are collectively referred to herein as “**Services**”.

Please be aware that your use of iCharter’s Services is not guaranteed to be anonymous, and we may collect, use, and disclose information about your use of the Services as set forth in this Privacy Policy. Please also note that we may change this Privacy Policy from time to time. If we make changes, we shall notify you by revising the date at the top of the Privacy Policy and such changes will become effective upon the publication thereof on our website at: <https://icharterbooking.com>. Your continued use of our Services after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Importantly, this Privacy Policy does not apply to information that you may share with third parties in connection with your receipt of services online or in-person by third parties throughout your use of iCharter’s Services (including, but not limited to, iCharter’s affiliates and subsidiaries). This Privacy Policy also does not apply to information collected by the aforementioned third parties, including but not limited to, through any application, website, or other advertising content that may link to or be accessible from or in connection with your use of the Services. Such information is protected by state and federal law and the respective privacy policies of those third parties.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Services. By accessing or using our Services, you agree to this Privacy Policy.

To use our Services you must be 18 years of age or older. If you are under 18, you may not download or use the Services.



## COLLECTION OF INFORMATION

### Information you create or provide to iCharter:

- **Account Information:** information required when setting up an iCharter account, such as your name, email address, postal address, and social media account information. iCharter will explicitly indicate the fields for mandatory completion. If you do not enter the required data in these fields, you may not be able to make an iCharter account.
- **Information that you choose to share with iCharter:** information that you choose to share with iCharter, including a username chosen by you, your phone number, your desired trip details, the details of your Charter, destinations you may travel to, search queries, calendar information, files you upload to iCharter, your professional information such as the status of your professional licenses, and personal status (for Charters, as defined in the Terms of Use) such as Veteran status, Military status, First Responder status, Minority Owned Business status.
- **Payment Information:** all transactions are integrated using Stripe and are subject to Stripe's Terms of Use, <https://stripe.com/legal/payment-terms> and Stripe's Privacy Policy, <https://stripe.com/gb/privacy>.
- **Communications chosen by you when using iCharter:** if you choose to use iCharter to communicate with other iCharter users or third parties, such as reviews, chat messages, or sending pinned locations on the iCharter platform. We may also collect information when you exchange communication with iCharter, for example, if you submit a request, contact iCharter's support team, submit a review, or report a violation.
- **Information from your social media accounts, which you choose to connect to your iCharter account:** you may choose to connect your iCharter account to your social media account(s) such as Facebook®. If you choose to do so, you may choose to share with iCharter and/or other users information from your social media accounts, such as your profile picture or other personal information shared by you.

### Information we collect as you use iCharter's services:

- **Location data:** your general geographic location based on the IP address we collect;
- **Your activity on iCharter:** terms or venues you have searched in the iCharter Marketplace (as defined in the Terms of Use), communication or content you choose to share with any third party, including iCharter users through the Services, and your activity



on third-party sites and apps that you chose to link to your iCharter account or that you interact with through the Services;

- **Social media data:** if you create or log into your iCharter account through a social media service account, we will have access to information from that account, such as your name, username, and other account information, in accordance with your data sharing settings on that social media service.

#### Information collected by cookies and similar tracking technologies

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website, including traffic data, location data, 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.

The information we collect automatically may include personal information but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns;
- Store information about your preferences, allowing us to customize our website according to your individual interests;
- Speed up your searches; and
- Recognize you when you return to our website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our website.



- **Flash Cookies.** Certain features of our website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies.
- **Web Beacons.** Pages of our website may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit iCharter, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

We do not collect personal information automatically, but we may tie this information to personal information about you that we collect from other sources or you provide to us.

## **THIRD-PARTY USE OF COOKIES AND OTHER TRACKING TECHNOLOGIES**

Some content or applications, including advertisements, on the website are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

## **USE OF INFORMATION**

We use information that we collect about you or that you provide to us, including any personal information, to:

- Present our website and its content to you;
- Provide, maintain and improve our Services, including to facilitate and improve your experience;
- Deliver the Services that you request, or that are reasonably anticipated within the context of our ongoing business relationship, complete transactions, perform our contractual obligations and send you related information, including confirmations and receipts;



- Process your reservations and account adjustments and initiate, render, bill, and collect payment for our Services;
- Conduct internal research and development and make business decisions about current and future product and/or service offerings;
- Respond to your comments, questions, requests and to provide customer service;
- Communicate with you about products, Services, offers, promotions, and to provide news and information we think will be of interest to you (for information about how to manage these communications, please see “Your Choices” below);
- Manage your online account(s) and send you technical notices, updates, security alerts and support and administrative messages;
- Personalize your online experience and provide advertisements, content or features that match your profile and interests;
- Monitor and analyze trends, usage and activities;
- Process and deliver contest, promotion and sweepstakes entries and rewards;
- Detect, protect against and prevent security incidents and illegal or unauthorized activities, investigate complaints and claims and provide other security protections, such as identity verification;
- Protect users of our Services from fraudulent, malicious, deceptive, abusive or unlawful activities of others;
- Debug and repair errors in our products and Services and other activities to maintain and improve the quality and safety of our products and Services;
- Cooperate with law enforcement and protect the rights (including free speech), interests, safety or property of iCharter or our users, service providers and other third parties;
- Comply with and enforce applicable legal and regulatory obligations and respond to governmental requests;
- Enforce our policies, terms of use or other agreements;
- Defend against or pursue claims, disputes or litigation - in court or elsewhere;
- Carry out any other purpose directly related to the purpose readily apparent to you or described to you at the time the personal information was originally collected;
- For any other purpose with your consent.

We may use the information we have collected from you to enable us to display advertisements to our advertisers' target audiences. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.



## SHARING OF PERSONAL INFORMATION

Where disclosure of information is necessary to satisfy the purpose, or a directly-related purpose, for which the personal information was collected, we may share information about you as follows:

- With vendors, consultants, contractors, and other service providers who access personal information to carry out work on our behalf and improve the products and/or services they provide to us (for example, Customers and Charters (as defined in the Terms of Use), companies that assist us with web hosting, payment processing, fraud prevention, customer service, analytics, marketing and advertising);
- In response to a request for personal information, if we believe disclosure is in accordance with any applicable law, regulation or legal process or as otherwise required by any applicable law, rule or regulation;
- If we believe your actions are inconsistent with our user agreements or policies or to protect the rights, property, and safety of us or any third party;
- In connection with, or during negotiations of, any merger, sale of company assets, financing or transfer of all or a portion of our business to another company, provided that such recipient has a legitimate right to such information, is under a duty of confidentiality to us and has undertaken to keep such information confidential;
- With our current and future parents, affiliates, subsidiaries and other companies under common control and ownership;
- With our lawyers and other professional advisors where necessary to obtain advice or otherwise protect and manage our business interest;
- By publicly posting your reviews, if provided;
- With your consent or at your direction; and
- With third parties to provide analytics services.

## DATA RETENTION

Our retention periods for personal information are based on business needs and legal requirements. We retain your personal information for as long as is necessary for the processing purpose(s) for which the personal information was collected and any other permissible, related purpose, and as permitted or required by the applicable laws.

## CHILDREN

Our website is not intended for users under 18 years of age. No one under age 18 may provide any information to or on the website. We do not knowingly collect personal information from users under 18. If you are under 18, do not use or provide any information on this website or through any of its features, register on the website, use any of the interactive or public comment features of this website, or provide any information about yourself to us, including your name,



address, telephone number, email address, or any screen name or account user name you may use. If we learn we have collected or received personal information from a user under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a user under 18, please contact us at [info@icharterbooking.com](mailto:info@icharterbooking.com).

## **YOUR PRIVACY RIGHTS AND CHOICES**

### *Your iCharter Account*

You may update, correct or delete certain information stored within your iCharter account at any time by logging into your account and navigating to the “My Profile” page. Note that if you request to delete your account, we may retain certain personal information and other cached or archived copies of personal information about you for such time as may be necessary for the fulfillment of the purpose for which the information was collected or used (including as required by law or for legitimate business purposes). If you have other questions about your account, please email us at [info@icharterbooking.com](mailto:info@icharterbooking.com).

### *Right to Request*

Regardless of your location, but subject to certain limits and conditions provided under law, you have the right to request to:

- know more about the information we have about you;
- access information we have about you (including in a portable format);
- correct information we have about you;
- opt out of “sales”, targeted advertising, or “sharing”; and
- delete the information we have about you.

Where relevant, you also have the right to limit sensitive personal data processing or opt out of profiling for decisions that produce legal or similarly significant effects. However, iCharter does not currently engage in processing that gives rise to those opt-out rights.

If you request to delete your information, please note that we retain certain information when required or permitted by law.

### *Exercising These Rights*

You can exercise these rights by emailing us at [info@icharterbooking.com](mailto:info@icharterbooking.com).

### *Verification*



We may verify your request by asking you to provide information that matches information we have on file.

You may designate an authorized agent to exercise any of the rights set out in this Privacy Policy on your behalf. Authorized agents should submit requests through the same channels, but we may require proof that the person is authorized to act on your behalf and may also still ask you to verify your identity with us directly.

### Appeals

If we deny your request, you may appeal our decision by emailing [info@icharterbooking.com](mailto:info@icharterbooking.com). If you are in the U.S. and have concerns about the result of the appeal, you may contact the attorney general in the state where you reside.

## **OPTING OUT OF PROMOTIONAL COMMUNICATIONS**

We intend to only send you communications that you may want to receive. When you opt-in or do not opt-out from receiving promotional materials in a form in which we collect the personal information from you, we will contact you regularly via post and/or e-mail. We intend to use your name, contact details and demographic information and market or promote the products and/or services of iCharter and/or those of third parties, including but not limited to, the Company's affiliates and subsidiaries.

You can opt out of receiving promotional communications from us at any time by following the instructions provided in those communications or by contacting us at [info@icharterbooking.com](mailto:info@icharterbooking.com). If you do not want us to use the personal information that we collect or that you provide to us to deliver advertisements according to our advertisers' target-audience preferences, you can opt-out at any time by contacting us at [info@icharterbooking.com](mailto:info@icharterbooking.com).

Please note that "opting-out" of receiving promotional emails from us will not stop marketing or advertising content that is generated for distribution or is otherwise queued for transmission to you prior to the time we can implement your request. We may continue to send you non-promotional emails, such as those about your account.

Importantly, we do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("**NAI**") on the NAI's website.

## **STATE-SPECIFIC PRIVACY RIGHTS**





Depending on where you reside and in accordance with applicable law, you may have additional rights related to the personal information collected from and/or about you, subject to certain exceptions and limitations.

### ***Residents of California***

To learn more about California residents' privacy rights, visit [https://leginfo.legislature.ca.gov/faces/codes\\_displayText.xhtml?division=3.&part=4.&lawCode=CIV&title=1.81.5](https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?division=3.&part=4.&lawCode=CIV&title=1.81.5). Additionally, under California's "Shine the Light" law (Civil Code Section § 1798.83), if you are a California resident, you have the right to request certain information regarding our disclosure of your Information to third parties for direct marketing purposes. If you request such information, please contact by either email at [info@icharterbooking.com](mailto:info@icharterbooking.com) or by mail at 110 16th Street, Ste 1400-416, Denver, CO 80202, US with "California Privacy Rights" in the subject line. If you are a California resident, you may submit a request, subject to our verification of your identity, for us to delete personal information we have collected from you. In some instances, we may decline to honor your request where an exception applies, such as where we need to retain your personal information in order to complete a transaction with you.

To submit a request or for more information about how to exercise your rights, please contact us by either email at [info@icharterbooking.com](mailto:info@icharterbooking.com) or via mail at 110 16th Street, Ste 1400-416, Denver, CO 80202, US and we will respond to your request consistent with applicable law.

#### CA Residents: Use of Personal Information

Under the California Consumer Privacy Act of 2018 (CCPA), we are required to provide you with lists of the categories of personal information we collected, sold or disclosed about certain California residents in the preceding 12 months, by reference to the categories enumerated in the CCPA. The below chart lists each of the CCPA's enumerated categories, which we have collected directly from you or from third-party sources, such as public databases, joint marketing partners, social media platforms and other third parties.

Please see the chart below for a list of the personal information we have collected about California consumers in the last twelve (12) months, along with our business and commercial processing purposes and categories of third parties to whom this information may be disclosed. For more details about the personal information we collect, including the categories of sources, please see the "Collection of Information" section above.



| Categories of personal information we collect                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Business or commercial purposes for which we may use your information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Parties with whom information may be shared                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Identifiers</b>, such as your name, phone number, email address, postal address, social media handle, and unique identifiers (such as IP address) tied to your browser or device.</p> <p><b>Characteristics of protected classifications under state or federal law</b>, such as veteran or military status.</p> <p><b>Commercial information</b>, such as your payment information and iCharter's product or service purchases.</p> <p><b>Internet or other similar network activity</b>, such as browsing history and behavior and information about your usage and interaction with our Services.</p> <p><b>Approximate Geolocation data</b>.</p> <p><b>Audio, electronic, visual, or similar information</b>, such as profile photo or personal information you may provide during customer support calls and call recordings.</p> <p><b>Professional, employment, and</b></p> | <p><b>To perform or provide the services</b>, such as to maintain accounts, provide customer service, process reservations and transactions, and verify user's information.</p> <p><b>To improve and maintain iCharter's services</b>, such as by improving the services and developing new products and services.</p> <p><b>To debug</b>, such as to identify repair errors and other functionality issues.</p> <p><b>To communicate with you</b> about your account and the services, as well as marketing and other transactional messages.</p> <p><b>To analyze usage</b>, such as by monitoring trends and activities in connection with use of the Services.</p> <p><b>To personalize your experience</b>, such as to tailor the content shown to you when using the Services based on your preferences, interests, and browsing and booking behavior.</p> <p><b>Legal reasons</b>, such as to allow us to detect and protect against security</p> | <p><b>Companies providing services to us</b>, such as contractors, service providers, and other third parties who we use to support our business, for example, those that assist us with customer support, fulfillment of services, i.e., Experiences (as defined in the Terms of Use), advertising measures, communications and surveys, software-related functionalities, data analytics, fraud prevention, cloud storage, bug fix management and logging, and payment processing.</p> <p><b>Third parties with whom you consent to sharing your information</b>, such as with social media services.</p> <p><b>Government entities or other third parties for legal reasons</b>, such as to comply with the law.</p> <p><b>To fulfill the purpose for which you provide it</b>. For example, if you give us an email address to use the "email a friend" feature of our website, we will transmit the contents of that email and your email address to the recipients.</p> |



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| <p><b>education information,</b> such as information about your employer or professional background that you voluntarily provide to us.</p> <p><b>Other personal information you provide</b> such as opinions, preferences, goals, and previous meditation experience and other personal information contained in product reviews, surveys, or communications.</p> <p><b>Inferences</b> drawn from the above, such as product a interests and purchasing insights.</p> | <p>incidents or other malicious, deceptive, fraudulent, or illegal activity.</p> | <p><b>With your consent or for any other purpose disclosed by us when you provide the information.</b></p> <p><b>If we believe disclosure is necessary</b> or appropriate to protect the rights, property, or safety of iCharter our users, or others.</p> |
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\*The CCPA defines the terms “sell,” “selling” “sale,” and “sold” to include selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating a California resident’s personal information for monetary or other valuable consideration. The definition contains certain exceptions, which have been taken into account.

### CA Residents: Your Rights and Choices

Additionally, 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.

- *Right to Know and Data Portability.* 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 categories of personal information we collected about you.



- The categories of sources for the personal information we collected about you.
  - Our business or commercial purpose for collecting or selling that personal information.
  - The categories of third parties with whom we share that personal information.
  - If we sold or disclosed your personal information for a business purpose, two separate lists disclosing:
    - sales, identifying the personal information categories that each category of recipient purchased; and
    - disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.
  - The specific pieces of personal information we collected about you (also called a data portability request).
- *Right to Delete.* 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(s) to:
  - Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.
  - Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
  - Debug products to identify and repair errors that impair existing intended functionality.
  - Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
  - Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
  - Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
  - Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
  - Comply with a legal obligation.
  - Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

We will delete or deidentify personal information not subject to one of these exceptions from our records and will direct our service providers to take similar action.



To exercise your rights to know or delete described above, please submit a request by either emailing us at [info@icharterbooking.com](mailto:info@icharterbooking.com) or by mail at 110 16th Street, Ste 1400-416, Denver, CO 80202, US. Only you, or someone legally authorized to act on your behalf, may make a request to know or delete related to your personal information. You may only submit a request to know twice within a 12-month period.

#### CA Residents: Non-Discrimination

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

However, we may offer you certain financial incentives permitted by the CCPA that can result in different prices, rates, or quality levels. Any CCPA-permitted financial incentive we offer will reasonably relate to your personal information's value and contain written terms that describe the program's material aspects. Participation in a financial incentive program requires your prior opt-in consent, which you may revoke at any time.

#### ***Residents of Colorado, Connecticut, Virginia, and Utah***

Colorado, Connecticut, Virginia, and Utah each provide their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Data portability.
- Opt-out of personal data processing for targeted advertising and sales.

Colorado, Connecticut, and Virginia also provide their state residents with rights to:

- Correct inaccuracies in their personal information, taking into account the information's nature processing purpose.
- Opt-out of profiling in furtherance of decisions that produce legal or similarly significant effects.



To exercise any of these rights please submit your request by either sending an email to [info@icharterbooking.com](mailto:info@icharterbooking.com) or by mail at 110 16th Street, Ste 1400-416, Denver, CO 80202, US. If we deny your request, you may have the right to appeal our decision by emailing us at [info@icharterbooking.com](mailto:info@icharterbooking.com).

### ***Residents of Nevada***

Nevada provides its residents with a limited right to opt-out of certain personal information sales. Residents who wish to exercise this sale opt-out rights may submit a request to [info@icharterbooking.com](mailto:info@icharterbooking.com). However, please know we do not currently sell data triggering that statute's opt-out requirements.

### **Changes to Our Privacy Policy**

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you by email to the primary email address specified in your account 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.

### **Contact Information**

If you have any questions about this privacy policy and our privacy practices, please contact us by email at [info@icharterbooking.com](mailto:info@icharterbooking.com).