

RIVET PRIVACY POLICY

1. **Privacy Commitment.** Rivet Concierge LLC (“Rivet”) is committed to protecting client privacy. This privacy policy (“Policy”) sets out how Rivet will use and protect the personal information about the client (“Client”) that Rivet will collect throughout the relationship between Rivet and the Client (collectively the “Parties”).
2. **Modification.** Rivet may modify this Policy at any time. Should Rivet make any material changes to this Policy, Rivet will post the updated Policy on the Rivet website as soon as is feasible.
3. **Personal Information.** Throughout the Parties’ business relationship, Rivet will likely collect personal information (the “Personal Information”) including, but not limited to: names, addresses, telephone numbers, financial information, family and friend details, passport information, and any other such information that may be collected by Rivet in the performance of its concierge services (“Services”) as agreed between Rivet and Client.
4. **Personal Information Storage.** Rivet will store Personal Information on Rivet laptops, cellular phones and tablets. Each of these devices will be password protected and/or biometrically locked, where available. Rivet will take reasonable steps to ensure that Personal Information is treated securely and in accordance with this Policy.
5. **Personal Information Use.** Rivet may use the Personal Information in whatever manner Rivet deems necessary or expedient for Rivet to perform the Services. Such use by Rivet may include, but is not limited to:
 - a. Entering into any third-party transaction in performance of the Services agreed to by the Parties.
 - b. Personalizing the Services that Rivet provides to the Client.
 - c. Event, travel, and other experience planning for the Client.
6. **Retention Period.** For accounting and tax purposes, Rivet will retain certain Personal Information for up to three years following the most recent communication between the Parties, or for as long as legally required, if such period is longer. Notwithstanding this retention period, Rivet will destroy or delete Personal Information that is no longer needed by Rivet or legally required to be maintained by Rivet upon request of Client.
7. **Security.** Rivet will take reasonable steps to protect Personal Information from external threats. However, there are always inherent risks in sending information by public networks or using public computers and Rivet cannot guarantee the security of data (including Personal Information) disclosed or transmitted over public networks.
8. **Insurance.** Rivet maintains a Cyber Liability Insurance Policy to protect Personal Information from cyber threats. Additional information regarding this policy is available upon request.