

PRIVACY STATEMENT

Last Updated: August 21, 2025

Effective Date: August 21, 2025

This Privacy Statement applies to PropulsionTech, LLC and its wholly-owned subsidiaries (“**Propulsion**”, “**we**”, “**us**”, or “**our**”) and explains our collection, processing, use, disclosure, and retention of information that identifies, relates to, or could reasonably be linked with you (“**Personal Information**”).

When we use the term “**Services**” in this Privacy Statement, we mean, as the context dictates, our outsourced IT services (“**MSP Services**”), software or hardware resale services (“**Resale Services**”), or one or more of our websites (each, a “**Website**” and collectively, “**Websites**”).

Propulsion, like other managed services providers (“**MSPs**”), uses third-party software and services (“**Third-Party Services**”) in connection with its MSP Services. The information practices of these third parties (“**Third-Party Service Providers**”) are governed by their own privacy statements and policies. Customers may request a current list of Third-Party Service Providers and/or Third-Party Services from their Account Manager or using the contact information in the **QUESTIONS** section below. In addition, this Privacy Statement does not apply to any third-party links on our Websites.

This Privacy Statement is intended for our U.S. operations and audiences.

Our Services are used by businesses, are not directed at or allowed to be used by minors, and Propulsion does not knowingly process Personal Information from minors. If we learn we have collected Personal Information from a minor, we will delete it. Please contact us as set forth in the **QUESTIONS** section below to request deletion.

INFORMATION WE COLLECT

A. Information provided to us directly by Customers

Propulsion’s customers (“**Customers**”) provide Personal Information to us or consent to us accessing Personal Information so that we can provide our Services at their direction. This type of Personal Information (referred to as “**Customer Information**” below) may be provided to us by the Customer directly or by a Customer requesting that another service provider (e.g., a prior MSP) provide it, and may include:

- **contact information**, including name, email address, telephone number, and postal address.
- **professional information**, including company name, job title, company location, and other details about the Customer’s business and profession.
- **communications**, such as information associated with tickets, requests, inquiries, or feedback.
- **authentication information**, including certain information to access and manage IT systems, networks, and third-party services utilized by the Customer.
- **other information at a Customer’s direction**, which may include access to certain files and folders (e.g., in connection with our restoration of a requested backup).

B. Information accessed when we perform the MSP Services

When we perform the MSP Services, we will, at a Customer's direction, have access to that Customer's IT environment, which may involve us processing **device, network, and technical information**, including IP addresses, network data, telemetry data, log data, usage logs, hardware inventories, device identifiers, and other technical data related to the IT environment that we monitor.

C. Information collected on our Websites

When Customers, Propulsion prospects ("**Prospects**"), or Website visitors ("**Site Visitors**") visit our Website, they may provide the following information to us:

- **contact information**, including name, email address, telephone number, and postal address (e.g., so that we may contact them about our Services).
- **professional information**, including company name, job title, company location, and other details about the business and profession of a Customer or Prospect.
- **preferences**, including any marketing or communications preferences communicated to us.
- **communications**, such as information associated with tickets, requests, inquiries, or feedback (e.g., when Customers use our customer portal or Prospects ask us for information about our Services).

In addition, when Site Visitors visit our Websites, Propulsion and third parties may automatically log information about them, their computer or mobile device, and their activity on our Websites over time (e.g., session analytics, performance metrics). We may use the following to facilitate some of our automatic data collection:

- **cookies**, which are text files that websites store on a visitor's device to uniquely identify the visitor's browser or to store information or settings in the browser, which may be used to help visitors navigate between pages efficiently, remember visitor preferences, enable website functionality, and help us understand user activity and patterns.
- **web beacons**, also known as pixel tags or clear GIFs, which are typically used to demonstrate that a webpage or email was accessed or opened, or that certain content was viewed or clicked, typically to compile statistics about usage of websites and the success of marketing campaigns.
- **local storage**, which enables site navigation, remembers settings, and personalizes what is shown based on past activity on our Website.

For information about managing cookies, see **YOUR CHOICES** below.

D. Payment Information

To pay for our Services, Customers may transmit payment information (e.g., credit or debit card number, bank account information, etc.) to our third-party vendors, such as financial services partners and payment processors, so that they may process their bank and card payments. Please note that payment card information is stored by financial services partners and payment processors who are compliant under the Payment Card Industry Data Security Standard (PCI DSS). In addition, these third-party vendors may provide us with some limited information, such as a unique token that enables Customers to make additional payments using stored card information, as well as the Customer's card type, expiration date, and last four digits of their card number.

HOW WE USE PERSONAL INFORMATION

We use Personal Information as set forth below:

- to **respond to inquiries from Prospects and Site Visitors**, including when someone asks us to contact them about our Services.
- to **provide and support the Services under our agreements** with Customers.
- to **understand how Customers use the Services and to provide related reporting to them**.
- **as directed or authorized**, including when a Customer instructs us to take (or refrain from) a particular action.
- to **understand how Site Visitors use our Websites**.
- to **audit our internal processes** for compliance with contractual requirements, internal policies, and applicable U.S. law.
- to **prevent, identify, investigate, and/or deter fraudulent, harmful, unauthorized, unethical, or illegal activity**, including cyberattacks and identity theft.
- to **comply with law and legal process; to respond to lawful requests; and to enforce our agreements and protect the rights, property, or safety of Propulsion, our Customers, or others**.

WHO WE SHARE PERSONAL INFORMATION WITH

In addition to the sharing described elsewhere in this Privacy Statement or at the point of collection, we may share Personal Information as set forth below. As used below, “**you**” may mean Customers, Prospects, and/or Site Visitors.

- **Affiliates.** We may share your Personal Information with our affiliates.
- **Third-Party Service Providers.** We may share your Personal Information with Third-Party Service Providers who offer the Third-Party Services, including to host, back up, monitor, and protect Customer Information, as well as to route ticket workflows, capture time-and-materials work, provide project management functionality, and invoice and bill Customers.
- **Event Sponsors.** If you attend an event or webinar organized by us, or download or access content on a Website, we may share your Personal Information with sponsors of the event or content. Where required by applicable law, we will obtain your consent during registration (which may be via a “just-in-time” privacy notice) before sharing your information with sponsors. In these circumstances, your information will be subject to the sponsors’ privacy statements. If you do not wish for your information to be shared, you may choose to not opt in via event/webinar registration.
- **Analytics Providers.** We may share your Personal Information with third-party analytics providers, such as Google Analytics.
- **Professional Advisors.** We may share Personal Information with persons, companies, or professional firms providing us with advice and consulting in accounting, administrative, legal, tax, financial, debt collection, and other matters, in each case to the extent necessary for the advisor to provide its services to Propulsion.

- **Financial Services Providers and Payment Processors.** We may enable Personal Information to be received by financial services providers and payment processors when you are providing payment information to pay us (and as further described in **Payment Information** above).
- **Law Enforcement, Government Authorities, and Private Parties.** Under certain circumstances, we may be required to disclose Personal Information to law enforcement, government authorities, and other parties if required to do so by applicable law or in response to valid requests by public authorities (e.g., a court or a government agency). We may also disclose Personal Information in the good faith belief that such action is necessary to comply with a legal obligation.
- **Third Parties Involved in a Corporate Transaction.** We may share Personal Information, including Customer Information, with third parties in connection with any actual or potential business transaction, including: (A) a merger, acquisition, financing, restructuring, or dissolution; (B) a sale, divestiture, or other transfer of all or a portion of our business, equity, or assets; or (C) bankruptcy or similar proceedings.

YOUR CHOICES

- **Marketing Emails.** You may opt out of marketing-related emails by clicking the “unsubscribe” link at the bottom of the email or by contacting us using the contact information at the end of this Privacy Statement. You may still receive service-related communications, such as those relating to your account, an event you registered for, or similar notifications or announcements.
- **Cookies.** Most browsers let you remove and/or stop accepting cookies from the websites you visit. To do this, follow the instructions in your browser’s settings. Many browsers accept cookies by default until you change your settings. If you do not accept cookies, however, our Websites may not work properly and you may not be able to use all of the functionality of our Websites (e.g., our customer portal). For more information about cookies, including how to see what cookies have been set on your browser and how to manage and delete them, visit www.allaboutcookies.org.
- **Google Analytics.** We may use Google Analytics to help us analyze how our Websites are being accessed and used. You can learn more about Google Analytics cookies by visiting <https://support.google.com/analytics/#topic=14090456> and learn how Google protects your data by visiting <https://support.google.com/analytics/answer/6004245>. To opt out of Google Analytics, you can download and install the Google Analytics Opt-out Browser Add-on, available at <https://tools.google.com/dlpage/gaoptout?hl=en>.

HOW WE RETAIN YOUR INFORMATION

We will retain Personal Information for as long as necessary to fulfill the purposes set forth in this Privacy Statement (including to meet legal or contractual requirements), unless a longer retention period is required or permitted by law. When determining how long to keep Personal Information, we take into account the nature and sensitivity of the information, the purposes for which it is processed, Customer instructions, applicable legal and accounting obligations, and our business needs (such as recordkeeping, security, and fraud prevention). We may retain Personal Information in computer backup or archival copies generated in the ordinary course of our business.

DATA SECURITY

The security of your Personal Information is important to us. We take reasonable and appropriate steps to help protect Personal Information from unauthorized access, use, disclosure, alteration, and destruction.

However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

LINKS TO THIRD-PARTY SERVICES

Our Websites may contain links to third-party websites and services ("**Linked Services**") with which we have no affiliation. A link to any Linked Service does not mean that we endorse it or the quality or accuracy of information presented on it. If you decide to visit a Linked Service, you are subject to its privacy policy and practices and not this Privacy Statement. We encourage you to carefully review the legal and privacy notices of any digital services that you visit.

CHANGES TO THIS PRIVACY STATEMENT

We will update this Privacy Statement from time to time to reflect changes in our practices, technologies, legal requirements, and other factors. If we do, we will update the "Last Updated" date at the top. In certain circumstances, we may notify you about an update by sending you an email, posting a banner notice on our Website, or other means as may be required by applicable law.

We encourage you to periodically review this Privacy Statement to stay informed about our collection, processing, and sharing of your Personal Information.

QUESTIONS

Please send any questions, concerns, or complaints about this Privacy Statement to us via email at legal@propulsiontech.com, mail to 30 Cooper Square, Floor 10, New York, NY 10003, or phone at 720-647-6942.