

Discover Advanced Mobile Leak Detection Online Services

Privacy Policy

Last updated: August 14, 2023

Heath Consultants Incorporated is committed to protecting your privacy and, for that reason, we have adopted this Privacy Policy to explain our data collection, use, and disclosure practices for the Discover Advanced Mobile Leak Detection online services (including its website and web-based applications, and any other tools, products, or services provided by Heath Consultants Incorporated that link to or reference this Privacy Policy) (collectively, the “Services”). The Services are owned and operated by Heath Consultants Incorporated, a Delaware corporation (“Heath,” “we,” “us,” or “our”).

This Privacy Policy applies to information Heath collects through the Services and in connection with use of the Discover Advanced Mobile Leak Detection devices (each, a “Device”), as well as other information provided to us online or offline by third parties, when we associate that information with customers or users of the Services. However, it does not apply to information collected from our employees, contractors, or vendors. It also does not apply to information that you ask us to share with third parties or is collected by API Providers (as further described below). You acknowledge and agree that Heath is not responsible for the data collection or use practices of any other user of the Services.

This Privacy Policy describes, among other things:

- Personal and other information we collect about you;
- How we use your information;
- How we may share your information with third parties; and
- Your choices regarding the personal information we collect about you.

1. Consent

By accessing or using the Services, you consent to this Privacy Policy. If you do not agree with this Privacy Policy, please do not access or use the Services. We may contract with data centers in the United States, countries within the European Union, United Kingdom, China and elsewhere. Information gathered through the Services may be transferred, used, and stored at one of these the data centers and may be transferred to the United States to provide customer support in accordance with this Privacy Policy.. However, information collected in China will remain in China. If you use the Services, you agree to the transfer, use, and storage of your Personal Information (as defined below) in those countries. The data protection and other laws of the United States and other countries might not be as comprehensive as those in your country. You agree that all transactions relating to the Services or Heath are deemed to occur in the location where your Personal Information is stored on our servers.

2. Collection of Your Personal and Other Information

When you register for, or use our Services or a Device, we collect Personal Information. By “Personal Information” we mean information that can identify or reasonably be linked to an individual, such as:

- Names;

- Business addresses;
- Business email addresses;
- Business phone numbers;
- Precise location data of Device users.

You may choose not to provide Personal Information, but this may prevent you from receiving certain features of the Services.

We also collect non-Personal Information relating to the Services, that is, information that does not personally identify an individual (“Non-Personal Information”). The Non-Personal Information we collect includes how you interact with the Services, information generally collected or “logged” by Internet websites or Internet services when accessed or used by users, and information about your web browser or device accessing or using the Services.

Examples of the Non-Personal Information we collect are:

- The pages of our website that you viewed during a visit;
- What information, content or advertisements you view or interact with using the Services;
- Language preferences;
- The city and state in which you are located (but not your precise geographic location); and
- Unique identifiers that are not connected and cannot reasonably be connected to your identity.

We will not use Non-Personal Information to try to identify you, and if we associate any Non-Personal Information with information that personally identifies you, then we will treat it as Personal Information. As discussed in more detail below, we sometimes use cookies and other automatic information gathering technologies to gather Non-Personal Information.

Information collected by the Services may be collected by us or one of our Service Providers or API Providers.

3. Use of Your Information

We may use the information we collect to:

- Assist us in providing, maintaining, and protecting the Services and Devices;
- Set up, maintain, and protect accounts to use the Services and Devices;
- Improve our online operations;
- Process transactions;
- Provide customer service;
- Communicate with you, such as provide you with account- or transaction-related communications, or other newsletters, RSS feeds, and/or other communications relating to the Services;
- Send or display offers and other content that is customized to your interests or preferences;
- Perform research and analysis aimed at improving our products and services and developing new products or services; and

- Manage and maintain the systems that provide the Services and Devices.

4. Disclosure of Your Information

We do not sell your Personal Information but we may disclose your Personal Information to third parties as described below.

We may disclose Personal Information to provide the Services, or when you authorize or instruct us to do so, for example when you use the Services to submit content or profile information. We may also disclose Personal Information and Non-Personal Information to Service Providers. By “Service Providers” we mean companies, agents, contractors, service providers, or others engaged to perform functions on our behalf (such as processing of payments, provision of data storage, hosting of our website, marketing of our products and services, and conducting audits). When we use a Service Provider, we require that the Service Provider use and disclose the Personal Information and Non-Personal Information received from us only to provide their services to us or as required by applicable law.

We may also disclose Personal Information and Non-Personal Information to API Providers. By “API Provider” we mean a licensor of software that we include in, or use with, the Services, including an Application Programming Interface (“API”) or Software Development Kit (“SDK”), that provides a specialized function or service to us and that requires the transmission of Personal Information and/or Non-Personal Information to the API Provider. API Providers may have the right to use Personal Information and Non-Personal Information about you for their own business purposes. Use and disclosure of Personal Information and Non-Personal Information by an API Provider is described in its privacy policy. See Section 5 below for some of the key API Providers we use.

We may also disclose your Personal Information to third parties when we believe, in good faith and in our sole discretion, that such disclosure is reasonably necessary to (a) enforce or apply the terms and conditions of the Services, including investigation of potential violations thereof, (b) comply with legal or regulatory requirements or an enforceable governmental request, (c) protect the rights, property or safety of us, our users or other third parties, (d) prevent a crime or protect national security, or (e) detect, prevent or otherwise address fraud, security or technical issues.

We reserve the right to transfer information (including your Personal Information) to a third party in the event of a sale, merger, or transfer of all or substantially all of the assets of our company relating to the Services, or in the unlikely event of a bankruptcy, liquidation, or receivership of our business. We will use commercially reasonable efforts to notify you of such transfer, for example via email or by posting notice on our website.

Lastly, we may also disclose Non-Personal Information, aggregated with information about our other users, to our clients, business partners, merchants, advertisers, investors, potential buyers and other third parties if we deem such disclosure, in our sole discretion, to have sound business reasons or justifications.

5. Cookies and Automatic Information Gathering Technologies

Every time you use the Services (e.g., access a Service webpage), we collect Personal Information and Non-Personal Information (discussed above in Section 2) regarding that use. For example, to improve our Services, we collect how, when, and which parts of the Services or its

features you use. Also, we may use your device's unique identifier (UDID) or other unique identifiers to assist us in collecting and analyzing this data.

To assist us in collecting and storing this Non-Personal Information, we may employ a variety of technologies, including "Cookies," local browser storage, and "web beacons," "pixels," or "tags." A "Cookie" is a small amount of data a website operator, or a third party whose content is embedded in that website, may store in your web browser and that the website operator or, as applicable, the third party, can access when you visit the website. A web beacon, pixel or tag is a small, usually-transparent image or script placed on a web page that allows the operator of that image or script, which may be the operator of the website you visit or a third party, to read or write a Cookie.

Your operating system and web browser may allow you to erase information stored in Cookies and local browser storage. But if you do so, you may be forced to login to the Services again and you may lose some preferences or settings. You may also be able to set your browser to refuse all website storage or to indicate when it is permitted, but some features of our Services may not function properly without it. We may use Cookies to keep you logged in, save your preferences for the Services, and to collect information about how you use our Services.

More information about managing Cookies is available here. To learn how to manage privacy and storage settings for your local browser storage, please refer to the end user documentation for your browser.

An API Provider may collect information automatically, in which case Personal Information and Non-Personal Information it receives are subject to the API Provider's privacy policy. Some API Providers may allow you to opt out of certain collection and/or uses of your information. You can read more here: [Google Analytics](#).

6. Transparency and Choice; Do Not Track Signals

We process Personal Information on behalf of our customers as a "processor" or "service provider" under applicable laws. To make a rights request in connection with your Personal Information, such as modifying or deleting your Personal Information, please contact your employer or the business on whose behalf you use the Services or a Device. We will work with them to handle your request.

But, be aware that we may need to retain Personal Data for legal reasons or for legitimate business purposes. Also, removal of your posted content may not ensure complete or comprehensive removal from our computer systems.

If we delete your Personal Information, you may not be able to continue to use the Services. Also, even if you request that we delete your Personal Information, we may need to retain certain information for a limited period of time to satisfy our legal, audit and/or dispute resolution requirements. Once deleted, we have no obligation to restore your data.

We support the development and implementation of a standard "do not track" browser feature that provides customers with control over the collection and use of information about their web-browsing activities. To learn more about "Do Not Track", please visit "All About Do Not Track." Once a standardized "do not track" feature is released, we intend to adhere to the browser settings accordingly.

You can opt out of receiving marketing e-mails from us by clicking on the “unsubscribe” link in the e-mails. Please note that it may take up to ten (10) business days for your opt-out request to be processed. Also, even if you opt out of marketing e-mails, we may continue to send you certain account-related e-mails, such as notices about your account and confirmations of transactions you have requested.

7. Residents of California, Nevada, Canada, the European Economic Area and Certain Other Countries

Residents of California

You may have heard of the California Consumer Privacy Act and California Privacy Rights Act (together, the “CPRA”) which provides certain rights to California residents in connection with their Personal Information. Our Services are not currently subject to the CPRA. However, we do provide notice and transparency about our collection and use of Personal Information as described in Privacy Policy.

A California resident who has provided Personal Information to a business with whom he/she has established a business relationship for personal, family, or household purposes (“California Customer”) is entitled to request information about whether the business has disclosed Personal Information to any third parties for the third parties’ direct marketing purposes. In general, if the business has made such a disclosure of Personal Information, upon receipt of a request by a California Customer, the business is required to provide a list of all third parties to whom Personal Information was disclosed in the preceding calendar year, as well as a list of the categories of Personal Information that were disclosed.

However, under the law, a business is not required to provide the above-described lists if the business adopts and discloses to the public (in its privacy policy) a policy of not disclosing a customer’s Personal Information to third parties for their direct marketing purposes unless the customer first affirmatively agrees to the disclosure, as long as the business maintains and discloses this policy. Rather, the business may comply with the law by notifying the customer of his or her right to prevent disclosure of Personal Information to third parties for direct marketing purposes and providing a cost free means to exercise that right. To prevent disclosure of your Personal Information for use in direct marketing by a third party for its own purposes, do not opt in to or authorize such use when you provide Personal Information through the Services. Please note that whenever you allow your Personal Information to be shared with a third party to communicate with you, your information will be subject to that third party’s privacy policy. If you later decide that you do not want that third party to use your information, you will need to contact the third party directly. You should always review the privacy policy of any party that collects your information to determine how that entity will handle your information.

California Customers may request further information about our compliance with California’s privacy law by e-mailing discoversupport@heathus.com. Please note that we are only required to respond to one request per customer each year, and we are not required to respond to requests made by means other than through this e-mail address.

Residents of Nevada

We do not sell your Personal Information. However, you may contact us at discoversupport@heathus.com with questions.

Residents of Canada

If you have an objection to the use of your Personal Information as described in this Privacy Policy, you may file a complaint by sending an email to discoversupport@heathus.com. We will attempt to accommodate your objection or complaint, but you understand that, to the extent you object to our processing of Personal Information that is necessary for us to provide the Services to you, certain features and functionalities of the Services may no longer be available to you. Nothing in this Privacy Policy prejudices your rights to file a complaint with the Office of the Privacy Commissioner of Canada, and/or with any other applicable data protection authorities.

Residents of the European Economic Area and Certain Other Countries or States

The applicable data protection laws of your country or state (such as a country in the European Economic Area or the state of California) may provide you with certain rights in connection with your Personal Information (such as a right to modify or delete your Personal Information). We act only as a processor (or equivalent term under applicable data protection law) of Personal Information. If you wish to make a rights request under an applicable data protection law, please contact our customer on whose behalf we process your Personal Information (which may be your employer or the company on whose behalf you are using our Services).

8. Children

The Services are not intended for users under 18 years of age. We do not knowingly collect Personal Information from users under 18 years of age. We do not authorize users under 18 years of age to use the Services.

9. Information Security

We utilize reasonable information security measures to safeguard your Personal Information against unauthorized access, modification, or destruction. For example, we utilize Secure Socket Layer (SSL), Transport Layer Security (TLS), or similar encryption technology when sensitive data is transmitted over the Internet, and use firewalls to help prevent external access into our network. However, no data transmission over the Internet and no method of data storage can be guaranteed to be 100% secure. Therefore, while we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its security.

We restrict access to Personal Information in our possession to our employees, Service Providers, and API Providers who need to know that information in order to operate, develop, improve or support our Services. If we share Personal Information with Service Providers or API Providers, we require that they also use reasonable information security measures to safeguard your Personal Information.

10. Third Party Websites

Please note that the Services may link or integrate with third-party sites, services or apps. We are not responsible for the privacy or security policies or practices or the content of such third parties. Accordingly, we encourage you to review the privacy and security policies and terms of service of those third parties so that you understand how those websites collect, use, share and protect your information.

11. Changes to this Policy

We may modify or update this Privacy Policy periodically with or without prior notice by posting the updated policy on this page. You can always check the “Last Updated” date at the top of this document to see when the Privacy Policy was last changed. If we make any material changes to this Privacy Policy, we will notify you by reasonable means, which may be by e-mail or posting a notice of the changes on our website prior to the changes becoming effective. We encourage you to check this Privacy Policy from time to time. IF YOU DO NOT AGREE TO CHANGES TO THIS PRIVACY POLICY, YOU MUST STOP USING THE SERVICES AFTER THE EFFECTIVE DATE OF SUCH CHANGES (WHICH IS THE “LAST UPDATED” DATE OF THIS PRIVACY POLICY).

12. Questions

To ask questions about our Privacy Policy or to file a complaint, contact us at:

Heath Consultants Incorporated
9030 Monroe Road
Houston, TX 77061
discoversupport@heathus.com