



Privacy Policy

<https://www.assetworks.com/privacy-policy/>

Last Updated: September 10th, 2026

Your privacy is important to us. AssetWorks is committed to protecting your privacy and maintaining the integrity of any identifiable information ("Personal Information") we collect about you. The purpose of this Privacy Policy is to outline the steps we take to keep your Personal Information confidential, to inform you about how and why we collect Personal Information and to provide you with our contact information in case you have any questions or concerns arising out of our Privacy Policy.

Protecting your privacy and maintaining the integrity of Personal Information means that: we will treat your information and the business you do with us as confidential; we do not sell your Personal Information for monetary consideration, and we will not rent or loan your Personal Information to third parties except as described in this Privacy Policy; we will respect your privacy when we may contact you concerning various products and services which we make available to you from time to time; you will have the rights described in this Privacy Policy and provided by applicable law regarding how we collect, use, and disclose information about you, including the ability to access information we hold about you, in each case subject to verification and to the exceptions and limitations permitted by law.

Why AssetWorks May Collect Personal Information

AssetWorks collects Personal Information and uses it in order to:

- Establish identity;
- Perform necessary identity and security verifications;
- Process transactions and conduct business;
- Deliver products and services;
- Provide customer support and services;
- Provide ongoing service delivery;
- Provide you with information;
- Improve products, services and service delivery;
- Better understand your needs, interests and suitability for various products and services;
- Recommend specific products and services that may meet your needs;
- Respond to issues, questions, and queries;
- Protect you and us against errors or fraud; and
- Co-operate with law enforcement and legal authorities, where required, to comply with applicable laws and with court orders.

AssetWorks will collect, use, and may disclose personal information only for purposes that a reasonable person would consider appropriate in the circumstances; and endeavors to collect as little information as possible as may be necessary under the circumstances.



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Please note that aggregated statistics and information, where the identity of a specific individual cannot be identified, is not Personal Information. AssetWorks reserves the right to use aggregated information in any manner it determines, in its discretion, to be appropriate. AssetWorks maintains such information in aggregated or de-identified form, does not attempt to reidentify it, takes reasonable measures to ensure it is not reidentified, and obligates any recipients to refrain from reidentifying it, consistent with applicable law.

What Type of Personal Information AssetWorks May Collect

AssetWorks collects various types of Personal Information. During the course of doing business or interacting with AssetWorks, or receiving products and services from or through AssetWorks you may, depending on the nature of the circumstances, be asked to provide AssetWorks with:

- Geographic (physical) addresses;
- Demographic information;
- E-mail addresses;
- Phone numbers or other contact information;
- Names (first, and last or whatever the family identifying name is);
- Shipping information;
- Billing information;
- Transaction history;
- Web site usage preferences;
- Feedback regarding our business, services, web site and public relations;
- Source IP addresses;
- Times and dates of access to Web site servers;
- Language;
- Personal preferences;
- Product and service preferences;
- Browsers types and configurations; and
- Miscellaneous administrative and computer traffic information.

Certain forms of information, such as government issued or private sector issued licenses, permits, certificates, cards, e.g., driver's licenses, social insurance/security number, passports, insurance cards, voucher numbers, and the like, although convenient for identification, is voluntary. It is up to you whether you want to provide this, or other suitable identification, subject to any legal requirements.



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How Does AssetWorks Collect Personal Information

AssetWorks will only collect Personal Information that you have voluntarily provided to us or have agreed to have provided to us. AssetWorks will not collect any Personal Information about you without advising you accordingly (either by way of this Privacy Policy or by way of providing you with some other form of notice at the time we are requesting or collecting Personal Information), why and how that Personal Information is being collected and how such Personal Information will be used or disclosed. AssetWorks may collect Personal Information through a variety of means:

- using our website;
- using our services;
- in the course of communications with us (face-to-face, by e-mail, by phone, mail or otherwise);
- in the course of feedback to us regarding our business, services, website and public relations;
- when registering with us for services or, where relevant, accounts, or, where relevant, for the download of our software;
- customer, membership, recipient, or service lists that have been lawfully acquired from third parties;
- through the completion of manual or electronic forms;
- **website cookies** – Cookies are identifiers that can be sent from a website via your browser to be placed on your computer's hard drive. You may elect not to accept cookies by changing the designated settings on your web browser; however, not utilizing cookies may prevent you from using certain functions and features of web site. Information collected from the use of cookies is used to improve AssetWorks services; where our use of cookies or similar technologies involves the sale or sharing of Personal Information, or targeted (cross-context behavioral) advertising, we provide the opt-out choices described in the Your Privacy Rights and Choices section below and honor recognized opt-out preference signals, including the Global Privacy Control;
- **web beacons** – Web beacons are small, graphic images that allow a website operator to collect certain information and monitor user activity on its website. A web beacon is a very small pixel which is invisible to the user. AssetWorks uses web beacons to collect information that is not of a personal nature;
- **clickstreaming** - Clickstreaming is a technology that allows a website operator to track the paths that surfers take as they access a website and look at the site's pages, and as they use links to other sites. AssetWorks collects such information from visitors to www.assetworks.com; and
- **website traffic information**, which is monitored and analyzed in order to determine which products, services or features may be of interest to visitors, so we may improve our website, products, services, features or other offerings.

In addition, we may review and analyze your use of products and services, to help us serve you better, and to bring other products and services to your attention, which we feel, will be of benefit to you. We also collect and analyze information from other sources for the same purposes.



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How AssetWorks May Disclose Personal Information

AssetWorks does not sell your Personal Information for monetary consideration and does not ‘sell’ or ‘share’ your Personal Information as those terms are defined under applicable state privacy law, except as described in this Privacy Policy (including the business-transfer circumstances described below). AssetWorks may share Personal Information with its affiliates, subsidiaries, employees, contractors, and agents in the course of providing you with our business services, support, or the fulfillment or delivery of our products or services.

AssetWorks may disclose Personal information if we are required to do so a court of competent jurisdiction, other legal or regulatory authority, or, if there is a good faith belief, and reliance on said belief that disclosure is necessary to: comply with any legal process served on AssetWorks; maintain, uphold or protect AssetWorks' rights or property; protect and ensure the personal safety of the public or other AssetWorks clients; or protect against criminal or quasi-criminal activities, or to detect, prevent, investigate allegations of, or address, misrepresentation or fraud.

AssetWorks reserves the right that in the event of a bankruptcy filing, mergers with third parties, acquisition by third parties, sale of assets (all or partial), or any other transfer of all or substantially all of AssetWorks relevant assets to a third party, that AssetWorks shall be entitled to transfer or assign the Personal Information you have provided to us to the successor or acquiring party as part of that transaction, provided that the successor's use of such Personal Information remains subject to this Privacy Policy unless and until you are provided notice of any material change.

Retention & Disposal

We keep information only for so long as it is needed for the efficient and effective delivery or fulfillment of the software, products, or services you are using or contemplating using and for a reasonable time thereafter, or to meet any legal requirements. We will either destroy or remove information when it is no longer needed. The criteria we use to determine our retention periods include the nature and sensitivity of the information, the purposes for which we process it, applicable legal, tax, accounting, and regulatory requirements, and the existence of any legal hold, claim, or dispute.

Security & Storage

AssetWorks endeavors to maintain appropriate physical, procedural, and technical security with respect to its offices and information storage facilities to prevent any loss, misuse, unauthorized access, disclosure, or modification of Personal Information. This also applies to our disposal or destruction of Personal Information. AssetWorks treats the Personal Information we collect about you as confidential and limits access to it accordingly, except for the disclosures permitted by this Privacy Policy or required by law. Only authorized personnel have access to this Personal Information. AssetWorks personnel who have access to Personal Information receive training regarding privacy protection.



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If any employee, contractor, or agent of AssetWorks misuses Personal Information, this will be considered as a serious offense for which disciplinary action may be taken, up to and including termination of employment or contract for service. If any individual or organization misuses Personal Information - provided for the purpose of providing services to or for AssetWorks, this will be considered a serious issue for which action may be taken, up to and including termination of any agreement between AssetWorks and that individual or organization and possible legal action against such individual or organization.

Our computer security specialists build security by design by default into our computer systems. The aim is to always protect your information when it is stored in data files or handled by our employees. Our systems are also designed to protect your information when it is transmitted, for example, between our data processing centers, our stores and corporate offices. Personal Information may be stored or processed in any jurisdiction in which we or our affiliates, suppliers, subsidiaries, or agents maintain facilities. Where we transfer Personal Information to a jurisdiction other than the one in which it was collected, we will take reasonable steps to ensure that the transfer is carried out in compliance with applicable law and that appropriate safeguards are in place to protect the information.

AssetWorks is and shall continue to use industry-standard technology to maintain the security of your personal information, and for our connections to the internet; however, AssetWorks cannot and does not guarantee the privacy, security, authenticity, or non-corruption of any information transmitted through the internet or any for information stored in any third-party system connected to the internet.

While AssetWorks takes steps to verify that any service providers, suppliers, or the like with whom we share information are committed to maintaining the privacy of Personal Information at standards that are at least as stringent as our own Privacy Policy and has communicated to them to refrain from making any independent or unauthorized use of any Personal Information, AssetWorks does not and cannot guarantee the actions, conduct or standards of any such parties.

AssetWorks shall not be responsible for any claims, damages, costs, or losses whatsoever arising out of or in any way related to third-party connections to or use of the Internet. AssetWorks cannot and does not ensure the protection of any Personal Information that you provide to a third-party web site that may reference, be referenced or link to our website. Personal Information collected by these third parties is not subject to, or governed by, this Privacy Policy. AssetWorks shall not be responsible for events beyond our direct control. To the maximum extent permitted by applicable law, and except for any liability that cannot be limited, excluded, or waived under applicable law (including the statutory data-breach liability provided under certain state privacy laws), AssetWorks will not be liable for any indirect, incidental, consequential, special, or punitive damages relating to the uses or releases of Personal Information.



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Your Privacy Rights & Choices (U.S. State Privacy Laws)

1. Depending on where you live, you may have rights under applicable U.S. state privacy laws with respect to the Personal Information we hold about you. Subject to verification of your identity and to the exceptions and limitations provided by law, these rights may include:
2. **Right to know and access** - to request the categories and specific pieces of Personal Information we have collected about you, the categories of sources, the purposes for collecting it, and the categories of third parties to whom we disclose it.
3. **Right to delete** - to request that we delete Personal Information we have collected from you.
4. **Right to correct** - to request that we correct inaccurate Personal Information we maintain about you.
5. **Right to data portability** - to obtain a copy of certain Personal Information in a portable and, to the extent technically feasible, readily usable format.
6. **Right to opt out** - to opt out of the 'sale' or 'sharing' of your Personal Information and of targeted (cross-context behavioral) advertising.
7. **Right to limit sensitive information** - to limit our use and disclosure of sensitive Personal Information (such as government-issued identifiers) to the purposes permitted by law.
8. **Right to non-discrimination** - we will not discriminate or retaliate against you for exercising any of these rights.
9. **Right to appeal** - in certain states, if we decline to act on your request, you may appeal that decision, and we will respond to your appeal within the period required by law.
10. **How to exercise your rights.** You may exercise these rights by contacting us using the methods described in the Contact section below. You may also designate an authorized agent to submit requests on your behalf, subject to our verification of the agent's authority. We will not require you to create an account to submit a request, and we will use any information you provide solely to verify and process your request. We will acknowledge your request within ten (10) business days and respond within forty-five (45) calendar days, subject to a single extension of up to an additional forty-five (45) calendar days where reasonably necessary and permitted by law, of which we will notify you.
11. **Opt-out preference signals.** Where required by applicable law, we honor recognized opt-out preference signals, including the Global Privacy Control (GPC), as a valid request to opt out of the sale or sharing of Personal Information for the applicable browser or device.
12. **California 'Shine the Light.'** California Civil Code section 1798.83 permits California residents to request certain information regarding our disclosure of Personal Information to third parties for those third parties' own direct-marketing purposes. AssetWorks does not disclose Personal Information to third parties for their own direct-marketing purposes.
13. **Do Not Sell or Share.** To the extent AssetWorks sells or shares Personal Information as those terms are defined by applicable law, you may exercise your opt-out right through the 'Do Not Sell or Share My Personal Information' mechanism made available on our website or by contacting us as described below.



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Contact

We are committed to upholding our Privacy Policy. We have policies and procedures in place to educate and assist our employees and contractors in fulfilling their obligations under our Privacy Policy. Our policies and procedures will be reviewed on a regular basis and their results of such review will be presented to AssetWorks' personnel responsible for overseeing privacy matters.

AssetWorks is committed to treating you with the greatest respect and consideration. Please let us know if you have any questions or concerns and we will take steps to address them. If you have any questions regarding this Privacy Policy, would like to confirm the accuracy of your personal information, believe that the privacy of your personal information has not been respected, or would like to update or delete incorrect personal information, please contact AssetWorks by emailing us at: **privacy@assetworks.com** or write to us the attention of Privacy Policy Manager, AssetWorks, 1777 NE Loop 410, Suite 1250, San Antonio, TX 78217. The Privacy Policy Manager will acknowledge your request within ten (10) business days and will respond within forty-five (45) calendar days, subject to a single extension of up to an additional forty-five (45) calendar days where reasonably necessary and permitted by law, of which we will notify you. If we need to extend timing for response, or have to refuse your request, we will advise you accordingly, subject to any legal restrictions.

Age

AssetWorks is committed to protecting the safety of children. AssetWorks will not knowingly request or use Personal Information from children under the age of thirteen without verifiable parental consent. AssetWorks does not knowingly or intentionally collect any Personal Information from children under the age of thirteen. If AssetWorks learns that it has collected Personal Information from a child under the age of thirteen without verifiable parental consent, AssetWorks will take reasonable steps to delete that information. This website is not to be used by anyone under the age of eighteen. Persons under the age of eighteen are not authorized to use this website and are directed to immediately discontinue use of this website.

Updates

AssetWorks may from time to time update this Privacy Policy, with the updated policy to be posted on the AssetWorks website. The use of Personal Information provided to AssetWorks prior to the update will continue to be governed by the policy in effect at the time the information was provided. We recommend that you revisit this Privacy Policy from time to time on a regular basis.



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Consent

By using AssetWorks products and services, which include, but are not limited to our website, you agree, and do hereby consent, to our collection and use of information and Personal Information for purposes for which the information/Personal Information was collected and in accordance with this Privacy Policy. If you do not consent, you are to immediately discontinue use any AssetWorks product or service and refrain from any further use this website.

Governing Law & Venue

By visiting and using this website, you acknowledge and agree that the laws of the State of Delaware shall govern, construe, and apply to this Privacy Policy (without any reference or regards to any principles of conflict of laws) to the extent it does not conflict with the law of the jurisdiction to which you are required to follow. In the event of a conflict, the law of the jurisdiction to which you are required to follow shall govern. The venue for the resolution of any question, dispute, proceeding, or other matter arising out of this Privacy Policy shall be the federal or state courts located in the State of Delaware. Nothing in this Privacy Policy is intended to deprive you of any rights, remedies, or protections that you may have under the mandatory consumer-privacy laws of your state of residence, which shall continue to apply notwithstanding this choice of law and venue.

AssetWorks will disclose personal information without your permission when required by law, or in good faith belief that such action is necessary to investigate or protect against harmful activities to our company, associates, or property (including products, services, and this site), or to others.