

RAIN INTERNATIONAL PRIVACY POLICY

Effective Date: November 1, 2021

OVERVIEW

Rain respects your privacy. Keeping personal data secure is a top priority of Rain. We act in accordance with the requirements of the various privacy and data protection laws applicable in the countries and markets where we operate.

This Privacy Disclosure explains how we collect, use and share Personal Data pertaining to our customers, Rain Partners, job applications, and office and website visitors (collectively, “**you**” and “**your**”) and explains the rights you have regarding our use of your Personal Data. This Privacy Disclosure also applies to you if you publish information on the Internet (e.g. publicly available websites or blogs, Twitter, Instagram, Facebook, etc.) that we may collect data from, either directly or through third parties. Please note that not all sections of this Privacy Disclosure may apply to you. Please check back periodically, as these Privacy Disclosures may change, and your subsequent use of this website will be deemed acceptance of such changes.

WHO IS RAIN INTERNATIONAL?

Rain International, LLC and its affiliates and subsidiaries (“Rain”, “we”, “us” and “our”) are an international group of companies marketing and distributing nutritional supplements, in more than 45 countries through (i) Rain websites; (ii) Rain apps and tools; and (iii) a network of independent distributors (“Rain Partners”) and customers. Depending on who you are, your Personal Data may be processed by different entities of Rain and/or for different purposes.

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1. What Personal Information We Obtain

We obtain Personal Information from you – such as your name, address, account number, shopping history, e-mail address and telephone number – when you give us that information when shopping or using our services. For example, we will obtain Personal Information about you when you (i) register to use our website; (ii) place an order with us; (iii) participate in advertising promotions; (iv) subscribe to rainintl.com E-mail Updates; (v) or subscribe to Rain

International mobile text messaging updates and promotions. We will also collect Personal Information when you correspond or speak with us. We may also collect Personal Information about you from third parties, such as demographic or marketing firms, to improve our marketing efforts.

2. How We Use Personal Information

We use Personal Information to conduct our business and to provide you with high quality products and services. For example, if you order from the Web Site, we may send you emails and notices about your order and about other merchandise and services that we think may be of interest to you. We may also share Personal Information with other members of the Rain International corporate family. We do not sell or rent the Personal Information we obtain through the Web Site.

3. How We Share Personal Information

To provide you with quality service, we may disclose the Personal Information we collect with service providers that perform marketing, promotional and other services for us. Service providers who perform services on our behalf are contractually bound to use your Personal Information only to help us to provide you with products and services from Rain International. We may also provide information to carefully selected outside companies for the purpose of jointly marketing a product or service to you. We may share information about aggregate shopping histories and demographics with consultants and others for purposes such as analyzing retail trends and marketing, but such information does not identify you or any other individual.

We may also disclose your Personal Information when we believe that it is required by law or necessary to operate our business (e.g., to our attorneys, auditors, or accountants), to protect your rights, to protect our rights, or to protect the rights of others. We may also disclose your Personal Information as part of our customer or contacts list if another company acquires Rain International or a portion of our business.

As do most catalog and Internet retailers, we sometimes use others to perform specific functions on our behalf. When we disclose information to these service providers, we disclose information to help them to perform their service. For example, in order to deliver products to you, we must share some information. We partner with third parties (such as the U.S. Postal Service, United Parcel Service, and Federal Express) to ship products, to ensure delivery, and so that we can obtain feedback, improve the quality of our service, and measure and improve the quality of the service of the third party. In the example of shippers, we provide them some personally identifiable information, such as your name, shipping address, email and phone number.

Similarly, to help you buy products and provide customer service to you, we must provide your credit card number to financial-services corporations such as credit-card processors and issuers. When we submit your credit card number for authorization, we use state-of-the-art data encryption to protect your information.

Except as described, we do not share or knowingly make any Personal Information available to any third parties.

4. How We Use Cookies

A “cookie” is a small data file stored by your Web browser on your computer’s hard drive. It allows rainintl.com to recognize your computer (but not specifically who is using it) upon entering the site. A cookie cannot retrieve any other data from your hard drive, pass on a computer virus, or capture your email address.

We use cookies to keep track of when you return to the Web Site as well as to identify the pages you click on during your visit to our site and the name of the Web site you visited immediately before clicking to rainintl.com. We may use this information to improve our site design, product assortments, customer service, and special promotions. You can, of course, disable cookies on your computer by indicating this in the settings, preferences or options menus in your browser.

If you are shopping at rainintl.com and are having difficulty adding items to your shopping cart or completing your order, please check your privacy settings in your browser. We find that “Medium” Privacy Settings will optimize your online shopping experience at rainintl.com. If you are currently using the “Medium High” or “High” privacy settings, you can improve your online ordering experience if you override your current cookie handling practices for specific websites, including rainintl.com. If you prefer not to change your privacy settings or override your cookie handling practices, you can, as always, place your Rain International order by phone at 1-801-724-6606.

5. How Long Do We Keep Your Personal Information

We hold on to your Personal Data for as long as necessary to achieve the processing purposes listed above under “Personal Data we collect from you and why”. This means, for instance, that we no longer store your Personal Data when our (contractual) relationship with you comes to an end, unless, further storage is permitted or required under applicable law.

6. Call Recording Policies

For quality assurance and training purposes, Rain International records certain calls that we receive (including calls to Rain International customer service representatives) and make (including calls from coaching sessions). At the initiation of each such call, notice is given, either by the Rain International representative or via a pre-recorded notice, that the call is being recorded. These recordings are only kept for a short period of time and are then promptly and regularly deleted. When they are kept, they are only used for quality assurance and for training purposes.

7. Children’s Privacy

The Site is a general audience website and is not designed or targeted at children. Rain International does not knowingly collect, use or disseminate any Personal Data from children under the age of 13. If you believe we may have collected information from your child on the Sites, please contact us and we will make reasonable efforts to delete the information from our records.

8. Your California Privacy Rights

The following applies solely to California “consumers” as defined to Section 17014 of Title 18 of the California Code of Regulations. We adopt this notice to comply with the California

Consumer Privacy Act of 2018 (“CCPA”). This policy describes our collection, use, disclosure, and “sale” of “personal information” of California consumers as these terms are defined under the CCPA.

Please note that job applicants, current and former employees, and individuals subject to business-to-business communications are not considered “consumers” for the purpose of this policy.

Information We Collect and Share

We collect information that identifies, relates to, describes, references, is capable of being associated with, or could reasonable be linked, directly or indirectly, with a particular consumer or device (“personal information”). In particular, following business purposes within the last twelve (12) months:

CATEGORY	EXAMPLE(S)	SOURCE(S)	PURPOSE OF COLLECTION
Identifiers	Name, postal address, IP address, email address, account ID	Directly from the consumer	Maintaining and servicing your account, providing customer service, processing orders/transactions
Customer Records	Name, postal address, credit card number, bank account number	Directly from the consumer	Maintaining and servicing your account, providing customer service, processing orders/transactions
Protected Classifications	Gender	Directly from the consumer	Providing advertising or marketing services, and for analytical purposes
Commercial Information	Products purchased, purchasing histories and tendencies	Directly from the consumer	Processing orders/transactions, processing payments
Internet/Network Activity	Information regarding a consumer’s interaction with a website application, or advertisement, cookie identifiers, IP address	Directly from the consumer, service providers	Providing advertising or marketing services, for analytical purposes
Geolocation Data	Physical location	Directly from the consumer, service providers	Advertising or marketing services,

			for analytical purposes
Audio, Electronic, Visual, etc. Information	Audio recordings of customer service calls	Directly from the consumer, service providers	Customer service quality and training purposes
Inferences	Customer profiles to determine preferences, behaviors, characteristics, etc.	Directly from the consumer, service providers	Providing advertising or marketing services, for analytical purposes

Disclosure of Personal Information for a Business Purpose

Within the preceding twelve (12) months, Rain International has disclosed the following categories of personal information to its service providers for the business purpose of performing services on behalf of Rain International such as maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing advertising or marketing services, providing analytic services or providing similar services on behalf of Rain International.

- Identifiers
- Customer Records
- Protected Classifications
- Commercial Information
- Internet/Network Activity
- Geolocation Data
- Audio, Electronic, Visual, etc. Information
- Inferences

Sale of Personal Information

Rain International has not sold (as the term “sell” is defined by the CCPA) personal information of California consumers within the past twelve (12) months. Further, Rain International does not knowingly sell personal information of California consumers under the age of sixteen (16) years.

Your Rights and Choices

The CCPA provides California consumers with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

Right to Know

You have the right to request that Rain International disclose certain information to you about our collection, use, disclosure, and any sales or your personal information over the past twelve (12) months. You may also request a copy of the personal information we have collected on you over the past twelve (12) months. See the “Exercising Your California Privacy Rights” section for instructions on submitting a right to access request.

Right to Deletion

You have the right to request that Rain International delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable request, we will delete and direct our service providers to delete your personal information from our records, unless an exception applies.

Exercising Your California Privacy Rights

To exercise the rights described above, please submit a verifiable consumer request to us by either calling the toll-free number below or submitting a request online through the link below. We may require you to provide certain personal information to allow us to verify your identity, such as your email address, most recent order numbers, etc. or by requesting you submit your request via your customer account if one exists.

Calling us at 801-724-6606

Website rainintl.com

Email: support@rainintl.com

Use of an Authorized Agent

You may designate, in writing through a power of attorney, an authorized agent to make these privacy request on your behalf to exercise these rights. We will require the agent to provide proof that you have authorized it to act on your behalf and may require you to verify your own identity with us directly before we accept a request.

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 and services, including granting discounts or other benefits, or imposing penalties
- Provide you a different level or quality of goods and 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

9. Changes To Our Privacy Policy

We reserve the right to amend the Privacy Policy at any time and for any reason, without notice to you, other than the posting of the amended Privacy Policy. Users should check site to see the current Privacy Policy that is in effect and any changes that may have been made to it. The provisions contained herein supersede all previous notices or statements regarding our privacy practices and the terms and conditions that govern them.

All change swill be effect upon posting and or as otherwise stated in the revision. If you cannot accept the terms of the Internet Privacy Policy, as posted, please do not sue this Web Site.