

Immediate Solutions, Inc. Privacy Policy

Last Updated: July 30, 2024

1. Introduction.

Immediate Solutions, Inc. and our parent companies, subsidiaries, and affiliates (collectively, "**our**" "**us**", and "**we**") respect your privacy and are committed to protecting it through our compliance with this privacy policy ("**Privacy Policy**").

This Privacy Policy describes the types of information we may collect from you, the user, ("**you**" and "**your**") or that you may provide when you visit or use: (a) our website (www.joinimmediate.com); (b) mobile application, "Immediate" or "ImmediatePay"; (c) our products or services ("**Services**") provided by our website and mobile application; and any affiliated third party websites that may contain a link to this Privacy Policy, including, without limitation, any pages, facilities, services, or capabilities accessible on or by any top-level domain owned by us or any subsite, subdomain, subdirectory, virtual site, or virtual directory thereof (collectively, the "**Site**") and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Privacy Policy applies to information we collect:

- on or through the Site;
- in email, text, and other electronic messages between you and any Site or us;
- when you interact with our advertising and applications on third party websites and services, if those applications or advertising include links to this Privacy Policy;
- from your employer when you use our Services;
- from the payroll and time tracking used by your employer; and
- Offline where such information is subject to the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 ("**CCPA**"). Please see our [California Privacy Statement and CCPA Notice](#) for more information.

This Privacy Policy does not apply to information collected by:

- us offline or through any other means, including on any other website operated by us or any third party (including our affiliates and subsidiaries) that does not link to this Privacy Policy; and
- any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Site.

Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, including our use and disclosure of your Personal Information, please do not use our Site and do not provide us with any of your information. By accessing or using the Site, you agree to the terms of this Privacy Policy and consent to our privacy practices described in this Privacy Policy, including our use and disclosure of your Personal Information as described below. This Privacy Policy may change from time to time as described in Section 2 below. Your continued use of the Site after we make changes is deemed and treated as your acceptance of those changes, so please check the Privacy Policy periodically for updates.

Please note that we are located in the United States and any information you provide to us may be stored in the United States. We do not advertise, direct, sell, actively offer, or provide our Services to residents in the European Union. If you are visiting a Site from the European Union or other regions with laws governing data collection and use that may differ from U.S. law, please note that you are transferring information about you, including Personal Information, to a country and jurisdiction that does not have the same data protection laws as the European Union, and you consent to the transfer of information about you, including your Personal Information, to the U.S.; and the use and disclosure of information about you, including your Personal Information, as described in this Privacy Policy.

2. Changes To Our Privacy Policy.

It is our policy to post any changes we make to our Privacy Policy on this page with a notice that the Privacy Policy has been updated on the Site home page. If we make material changes to how we treat our users' Personal Information, we will notify you by email to the email address specified in your account and/or through a notice on the Site home page. The date the Privacy Policy was last revised is identified at the top of this webpage as the "Last Updated" date. When you use any Site after any revisions or modifications to this Privacy Policy, you agree to and accept the revisions and modifications. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Site and this Privacy Policy to check for any changes.

3. Contact Information.

To ask questions or comment about this Privacy Policy and our privacy practices, contact us at:

Immediate Solutions, Inc.
2820 Central Avenue

Birmingham, AL 35209
privacy@joinimmediate.com
1-888-907-9764

4. Children's Information.

Our Site is not intended for children, as defined under applicable law(s). Children may not provide any information to any Site. We do not knowingly collect information from children and do not direct our Site for use by children. If you are a child, do not use or provide any information on the Site or on or through any of its features, register, sign up for any Services through the Site, make any purchases through the Site, use any of the interactive or public comment features of the Site, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received Personal Information from a child, we will delete that information. If you believe we might have any information from or about a child, please contact us at via one of the methods set forth in Section 3 and we will promptly remove the information.

5. Information We Collect About You And How We Collect It.

We collect several types of information from and about users of our Site and Services, as further described below, including information:

- by which you may be personally identified, such as your name, postal address, e-mail address, telephone number, or any other information we collect that is defined as personal or personally identifiable information under applicable law ("**Personal Information**");
- that is about you but individually does not identify you, and/or
- about your internet connection, the equipment you use to access our Site and usage details.

We collect this information directly from you when you provide it to us; automatically as you navigate through the Site; and from third parties.

Please note that where we collect or use personal information that does not individually identify you (also known as de-identified data), we will not attempt to re-identify such information.

5.1 Information You Provide To Us.

- The information we collect, including Personal Information, on or through our Site or otherwise through providing Services may include: Information that you provide by filling in forms on our Site or enrolling for, logging into, or using the ImmediatePay mobile application. This includes information

provided at the time of scheduling a demo, checking eligibility, exploring potential partnerships, registering to use our Site, subscribing or purchasing Services or products we offer, or requesting further Services. We may also ask you for information when you report a problem with our Site or ask us a question. This information may include your name, email address, mailing address, telephone number, date of birth, social security number, job title, employer, employee identification number, comments and messages, bank account information, debit card information, passwords, security questions and responses, and any files you upload including photos.

- Records and copies of your correspondence (including email addresses), if you contact us.
- If you are an enrolled user or an employer, responses to surveys that we might ask you to complete, and that you agree to complete, for research purposes.
- Details of transactions you carry out through our Site and of the fulfillment of your orders. You may be required to provide financial information before undergoing certain transactions through our Site (e.g., specifying which account to use in fulfilling a transaction).
- Your search queries on the Site.
- Information provided by your employer through HR or payroll systems accessed by us for purposes of providing Services. This information may include hire date, termination date, compensation rate, compensation period, net pay, date worked, amount worked, dates and times worked, compensation rate type, and tips or shift earnings.

While it is your choice whether to provide the requested information or not, we cannot provide certain Services you may request if you do not provide the requested information.

5.2 Information We Collect Through Automatic Data Collection Technologies And Do-Not-Track Signals.

As you navigate through and interact with our Site, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- **Usage Details.** Details of your visits to our Site, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Site.
- **Device Information.** We may collect information about your computer or mobile device and internet connection, including the device's unique device identifier, IP address, operating system, browser type, mobile network information, and the device's telephone number.
- **Stored Information and Files.** The Site also may access metadata and other information associated with other files stored on your device such as

cookies to measure performance and operation of the Services (e.g., crash data) or to detect or prevent fraud.

- **Location Information.** The Site does not collect real-time information about the location of your device.

We also may use these technologies to collect information about your online activities over time and across third party websites or other online services or devices (behavioral tracking). Behavioral tracking is used solely for purposes of marketing to employers and is not used for purposes of marketing to individual users. See Section 9 below for more information regarding the use of tracking technologies and your choices regarding how to opt out of behavioral tracking.

Do-Not-Track is a public-private initiative, <http://www.w3.org/2011/tracking-protection/>, that has developed a technical “flag” or signal that an end user may be able to activate within their browser software to notify websites that they do not wish to be “tracked” by third parties as defined by the initiative. The initiative, however, has not reached a consensus as to exactly what technical or other actions those parties receiving the signal should take. As a result, Do-Not-Track has not yet been standardized and our Site does not alter its behavior or change its services when it receives a “do-not-track” flag or signal. Please see our [California Privacy Statement and CCPA Notice](#) for information on opt-out tools available to California residents.

The information we collect automatically may include Personal Information, and we may maintain it or associate it with Personal Information we collect in other ways or receive from third parties. It helps us to improve our Site and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Site according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Site.
- Detect possible fraudulent activity.

The technologies we use for this automatic data collection may include:

- Cookies (Or Browser or Mobile Cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Site.
- Web Beacons. Pages of our Site and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who

have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

6. Third Party Use of Cookies and Other Tracking Technologies. Some content or applications, including advertisements, on the Site are served by third parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our Site. The information they collect may be associated with your Personal Information or they may collect information, including Personal Information, about your online activities over time and across different websites and devices and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see Section 9 ("Your Choices About How We Use And Disclose Your Information") below.

7. How We Use Your Information.

We use information that we collect about you or that you provide to us, including any Personal Information:

- To present our Site and its contents to you.
- To provide you with information, products, or Services that you request from us.
- To fulfill any other purpose for which you provide it.
- To provide you with notices about your account.
- To facilitate marketing and advertising efforts.
- To carry out our obligations, including contractual obligations, and enforce our rights arising from any contracts entered into between you and us, including for billing and collection and to enforce our Terms of Use.
- To notify you about changes to our Site or any Services we offer or provide through it.
- In any other way we may describe when you provide the information.
- As set forth in a separate agreement between you and us.
- To improve the Site by solving technical problems, to calculate overall usage statistics, for internal marketing and promotional purposes, and for service development and content improvement.
- To maintain the security and integrity of the Site and our IT systems.
- For any other purpose with your consent.

We may also use your information to contact you about our own and third parties' goods and services that may be of interest to you. If you do not want us to use your information in this way, see Section 9 ("Your Choices About How We Use and Disclose Your Information") below.

We retain your information for as long as needed: (i) to conduct business with you; (ii) as needed for the purposes outlined in this Privacy Policy; and (iii) as necessary to comply with our legal obligations, resolve disputes, and enforce any agreements.

8. Disclosure of Your Information.

We may disclose aggregated, non-personally identifiable information about our users, and information that does not identify any individual, without restriction.

We may disclose Personal Information that we collect or you provide to us as described in this Privacy Policy:

- To our parent companies, subsidiaries, and affiliates.
- To contractors, service providers, and other third parties we use to support our business, including: affiliates, your employer, your employer's payroll and HR system providers, appointment scheduling software providers, customer service software providers, payment processors, data analytics providers, customer relationship management platforms, customer engagement platforms, social networks (including links to our Facebook, Instagram, LinkedIn, and Twitter pages), advertising networks, mobile application platforms, tag management systems, technology providers, development platforms, financial services providers, account validation and authentication providers, and photo and video sharing platforms (including Vimeo and YouTube- for more information about YouTube's collection of information, see Google's privacy policy at: <http://www.google.com/policies/privacy>).
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Information held by us about our Site users is among the assets transferred.
- To fulfill the purpose for which you provide it. For example, if you enroll in our Services to receive monetary amounts you have already earned early from your employer, we will disclose information about your transaction to your employer and its applicable payroll company (if it has one).
- As set forth in any separate agreement between you and us.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your Personal Information:

- To comply with any court order, law, or legal process, including responding to any government, law enforcement, or regulatory request.
- To enforce or apply our terms of use www.joinimmediate.com/terms-of-use ("**Terms of Use**"), other agreements, and any other documents included or referenced therein (all of which are incorporated into and made a part of this Privacy Policy by this reference).
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of our customers, other users, service providers, others, or us. This includes exchanging information with other companies and organizations for the purposes of fraud protection.

9. Your Choices About How We Use and Disclose Your Information.

We strive to provide you with choices regarding the Personal Information you provide to us. We have enabled mechanisms to provide you with the following control over your information:

Tracking Technologies and Advertising. You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

Google Analytics. Google Analytics collects personal information through the Site, including through the use of cookies. For information about how Google Analytics collects and processes data, please visit: <https://policies.google.com/technologies/partner-sites>. To opt out of having your information used by Google Analytics, please visit: <https://tools.google.com/dlpage/gaoptout/>. For more information, please visit Google's privacy policy at: <https://policies.google.com/privacy?hl=en&fg=1>.

Additionally, third parties, including Google (through, for example, our use of Google Analytics Advertising Features, including Dynamic Remarketing), may place and read cookies on your browser, or use web beacons to collect information in connection with ad serving on or through the Site, including for the purposes of showing our ads on sites across the internet. Our partners will collect personal information for personalization of ads and may use first-party cookies or other first-party identifiers and third-party cookies and other third-party identifiers for personalized and non-personalized advertising and measurement. Ad serving may be based on users' visits to our Site or other websites on the Internet, and your activity may be tracked over time and across websites. For information about how Google collects, shares, and uses data, please visit: <https://policies.google.com/technologies/partner-sites>. You can opt out of Google's use of cookies or device identifiers by visiting the Google Ads

Settings web page at: <https://myadcenter.google.com/u/0/home?sasb=true&ref=ad-settings>. For more information, please visit Google's privacy policy at: <https://policies.google.com/privacy?hl=en&fg=1>. You can opt out of a third-party vendor's use of cookies by visiting the Network Advertising Initiative opt-out page or control the use of device identifiers by using your device's settings.

Retention.com. When you visit or log in to our website, cookies and similar technologies may be used by our online data partners or vendors to associate these activities with other personal information they or others have about you, including by association with your email or online profiles. We (or service providers on our behalf) may then send communications and marketing to these emails or profiles. You may opt out of receiving this advertising by visiting <https://app.retention.com/optout>.

- **Promotional Offers from us.** If you do not wish to have your email address/contact information used by us to promote our own or third parties' products or services, you can opt out by sending us an email stating your request to support@joinimmediate.com. If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions or click "unsubscribe" in the relevant communication. This opt-out does not apply to information provided to us as a result of a registration, product purchase, warranty registration, product service experience or other transactions, as applicable.

Targeted Advertising. We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads (including ads served using non-cookie technologies) from members of the Network Advertising Initiative ("**NAI**") on the NAI's website, available here: <http://optout.networkadvertising.org/?c=1#!/>. You can also visit the Digital Advertising Alliance's website, available at <https://youradchoices.com/>, to use its Consumer Choice Tools.

Residents of certain states may have additional personal information rights and choices. Please see Section 13 ("U.S. State Privacy Rights") for more information.

10. Accessing and Correcting Your Information.

You can review and change your Personal Information by logging into the Site and visiting your account profile page.

You may also send us an email at privacy@joinimmediate.com to request access to, correct or delete any Personal Information that you have provided to us, or exercise any of your other rights. We cannot delete your Personal Information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Residents of certain states can appeal our decisions. If we decline to take action regarding your request and you wish to appeal our decision, please email at us privacy@joinimmediate.com. Within forty-five (45) days of receipt of an appeal, we will inform you in writing of any action taken or not taken in response to the appeal, including a written explanation of the reasons for the decision.

11. Data Security.

We have implemented measures designed to secure your Personal Information from accidental loss and from unauthorized access, use, alteration, and disclosure. For more information, visit our Trust Center at: <https://trust.joinimmediate.com/>.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure and can potentially be intercepted or incorrectly routed. Although we do our best to protect your Personal Information, we cannot guarantee the security of your Personal Information transmitted to our Site. Any transmission of Personal Information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on any Site. Please consider this before submitting any information to us or through the Site.

12. Social Media.

Any information, communications, or material of any type or nature that you submit to us through a third-party website including, but not limited to, any of our Site or accounts contained on a social media platform or website such as Facebook, Instagram, LinkedIn, or Twitter, whether by e-mail, posting, messaging, uploading, downloading, or otherwise (collectively, a "**Submission**"), is done at your own risk and without any expectation of privacy. By visiting any Site that is contained on a social media platform and/or website, you are representing and warranting to us that you have reviewed the applicable social media platform's or website's privacy policy and terms of use and that you will abide by all such provisions contained therein. We cannot control the actions of the providers or the other users of any social media platform or website and we are therefore not

responsible for any content or Submissions contained on such websites or platforms. We do not guarantee the privacy and safety of these areas. We encourage you to be wary of providing any of your personal information in such public forums. The information you submit can be collected and used by people you do not know. Again, your use of these features and your Submissions are fully at your own risk.

13. U.S. State Privacy Rights

State consumer privacy laws may provide their residents with additional rights regarding our use of their personal information.

California

California residents have certain rights under California law, including but not limited to the California Consumer Privacy Act ("CCPA"). To learn more about California residents' privacy rights, please view our separate [California Privacy Statement and CCPA Notice](#) provided [here](#).

Nevada

Under Nevada law, Nevada residents may opt out of sales of their data under Nevada Revised Statutes Chapter 603A. Currently, we do not sell data as defined under Nevada law that would trigger such an opt-out right. Should that change, we shall revise the policy to inform Nevada residents of a method to opt out of such sales. Meanwhile, please direct any questions to us at the contact information provided in Section 3 above. To exercise your rights under these laws, please contact us at privacy@joinimmediate.com, via any of the contact information provided above in Section 3, or through any alternative means provided in the state-specific notices provided herein.

Other States

Colorado, Connecticut, Delaware, Iowa, Kentucky, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, and Virginia each provide their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Data portability.
- Opt out of personal data processing for targeted advertising and sales.
- Exercise personal information rights free from retaliation or discriminatory treatment.

Colorado, Connecticut, Delaware, Kentucky, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, and Virginia also provide their state residents with rights to:

- Correct inaccuracies in their personal information, taking into account the information's nature and processing purpose.
- Opt out of profiling in furtherance of decisions that produce legal or similarly significant effects.

Connecticut and Utah also provide their state residents with rights to out of processing of sensitive personal data, including personal data that reveals an individual's citizenship or immigration status and the processing of biometric data. Delaware, Kentucky, New Hampshire, New Jersey, Oregon, and Rhode Island require companies to obtain their state residents' prior consent to process sensitive personal data. Oregon and Minnesota provide their state residents with the right to obtain a list of third parties to which the controller has disclosed the consumer's personal data.

Colorado, Connecticut, Delaware, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, and Texas provide their residents with the right to use universal opt-out preference signals, including the Global Privacy Control ("GPC"), to opt out of disclosures of personal information through the browser they use. To learn more about the GPC, click [here](#).

14. Contact Us

If you have a privacy related inquiry, complaint or dispute, please contact us at the postal address, telephone number, or e-mail listed in Section 3 of this Privacy Policy.