

Privacy Policy

AgentAdd LLC Privacy Policy

Overview

AgentAdd LLC (“ezyagent”) recognizes the importance of privacy. In this Privacy Policy, we describe how we collect, use, and disclose information that we obtain through the domain and subdomains of <https://ezyagent.com/> (the “Site”) owned and operated by AgentAdd LLC and the services available through our Site (collectively, the “Services”). By visiting our Site, using our application, or using any of our Services, you agree to the terms and conditions of this Privacy Policy. If you do not agree, please do not use or access our Site, Application, or Services.

For purposes of this Privacy Policy, we define “personal information” as personally identifiable information about an individual, such as your name, address, phone number, email address, or other identifier that permits direct or indirect identification of a specific individual, or as otherwise defined by applicable privacy and data security laws.

Information Collection & Use

We collect information about you directly from you, from third parties, and automatically through your use of our Site. We may combine information about you from all these sources.

INFORMATION WE COLLECT DIRECTLY FROM YOU: We may collect information about you directly from you. For example, when you register to use our Site or Application, we will collect information from you, which may include your username, password, name, address, phone number, email address, or company name. Certain information, including without limitation your name, company name, and contact information, may be available to other users through your profile.

We may also collect billing information, such as credit card numbers or ACH banking information. Under some circumstances we may require some additional financial information to verify the accuracy of your name, address, and other information, as well as to bill you for your use of our Services.

From time to time we may provide you the opportunity to participate in contests or surveys on our Site or Application. If you choose to participate, we will request certain information, including your email address, from you. Participation in these surveys or contests is completely voluntary and you therefore have a choice whether to disclose this information. The requested information typically includes

contact information and demographic information. We will not share any personal information you provide through a contest or survey with other third parties unless we give you prior notice and choice.

INFORMATION WE COLLECT FROM THIRD PARTIES: We may collect information about you from third parties. For example, if you choose to use our referral service to tell a friend about the Site, we will ask you for your friend's email address. We will automatically send your friend a one-time email inviting him or her to visit the Site. AgentAdd LLC stores this information for the sole purpose of sending this one-time email and tracking the success of our referral program. We don't store anything on a referral send. We only store their email address if they sign up.

INFORMATION WE COLLECT AUTOMATICALLY: We automatically track certain information based upon your behavior on the Site, including but not limited to, your Internet protocol (IP) address, the website that led you to our Site, the website to which you go after leaving our Site, dates and times you access our Site, operating system, and other logging data. We may combine this with other information that we collect about you.

Through our Application, we may collect technical data and related information, including but not limited to, technical information about your device, system, application software, and peripherals, that is gathered periodically to facilitate the provision of software updates, product support, and other services to you (if any) related to such Application. When you use any of our Application, the Application may automatically collect and store some or all of the following information from your mobile device, including without limitation your preferred language and country site (if applicable); your phone number or other unique device identifier assigned to your mobile device; the IP address of your mobile device; the manufacturer and model of your mobile device; mobile operating system; type of mobile Internet browsers you are using; and information about how you interact with the Application, such as how many times you use a specific part of the Application over a given time period, the amount of time you spend using the Application, how often you use the Application, actions you take in the Application, and how you engage with the Application.

We use this information to administer our Site and Application, to track users' movements around our Site and Application, to gather demographic information about our user base as a whole; to track trends in usage and volume statistics to create a more efficient and usable Site and Application; and to determine areas of the Site and Application that could be improved to enhance the user experience.

User-Generated Content

If you choose to post messages on our website, blog, message boards, in-app services, or other areas only accessed by members, or leave feedback or comments for other members, we will collect the information you provide to us. We retain this information as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law.

If you use a bulletin board on the Site or Application, you should be aware that any personal information, including your email address, you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personal information you choose to submit in these forums. To request the removal of your personal information from the Site or Application, contact us. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

We display personal testimonials of satisfied customers on our Site in addition to other endorsements. With your consent, we may post your testimonial along with your name. If you wish to update or delete your testimonial, please contact us.

Uses of Your Information

We use information we collect about you, including your personal information, to facilitate the services you request. We also use your personal information, and other information we obtain about you to: resolve disputes; troubleshoot problems; help promote safe matching; collect fees owed; measure consumer interest in our products and services; obtain feedback regarding our products and services; communicate with you, including via email and push notifications, about online and offline offers, products, services, updates, your account and use of our Services, and other information we think may interest you; customize your experience; detect and protect us against error, fraud, and other criminal activity; enforce our User Agreement; provide product and services to you, and to respond to your inquiries about our offerings; ease use of our products and services by eliminating the need to re-enter information; display content customized to your interests and preferences; assist us in the development of new products or services and/or the improvement of our existing products and services; improve our ability to address your needs; cooperate with government officials or parties in litigation under process of law or regulation, or as otherwise required or permitted by law; protect the security or integrity of the products or services, and/or to enforce the terms governing their use; protect against fraud, and a threat of safety or destruction of property; protect

against legal liability; research and analytics; and as otherwise described to you at the time of collection.

You agree that we may use personal information about you to improve our marketing and promotional efforts, analyze Site and Application usage; improve our content and product offerings; and customize the Site and App's content, layout, and services. These uses improve the Site and App and better tailor it to meet your needs, to provide you with a smooth, efficient, safe, and customized experience while using the Site.

Communications from AgentAdd LLC

We will occasionally send you information on products, services, special deals, and promotions, as well as a newsletter. You are signed up for these emails at registration and you may unsubscribe at any time by following the directions to unsubscribe in the email.

Out of respect for your privacy, we provide you with a way to unsubscribe from each of these communications when we ask for it. If you no longer wish to receive our newsletter and promotional communications, you may opt out of receiving them by following the instructions included in each newsletter or communication or by emailing us.

Information Sharing and Disclosure

As a matter of policy, we do not sell, rent or share any of your personal information, including your email address, to third parties for their marketing purposes without your explicit consent except as provided for in this Privacy Policy. The following describes the ways we may disclose information that we collect about you, which may include personal information.

SERVICE PROVIDERS: We may use third parties to facilitate or outsource one or more aspects of the business, product, and service operations, and therefore we may provide some of your personal information, including your email address, directly to these service providers. For example, we use service providers to process payments on our behalf and assist with Site and Application content.

AFFILIATES: We may disclose your information to current or future affiliates or subsidiaries for research, marketing, and other purposes consistent with this Privacy Policy.

LEGAL REQUESTS: AgentAdd LLC cooperates with law enforcement inquiries, as well as other third parties to enforce laws, such as: intellectual property rights,

fraud and other rights, to help protect you and the AgentAdd LLC community from bad actors. Therefore, in response to a verified request by law enforcement or other government officials relating to a criminal investigation or alleged illegal activity, we can (and you authorize us to) disclose your name, city, state, telephone number, email address, user history, fraud complaints, and bidding and listing history without a subpoena.

BUSINESS TRANSACTIONS: In the event AgentAdd LLC goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personal information, including your email address, will likely be among the assets transferred. You will be notified via email of any such change in ownership or control of your personal information.

AGGREGATE AND DE-IDENTIFIED INFORMATION: We may disclose aggregate, anonymous, or de-identified information about users for marketing, advertising, research, compliance, or other purposes.

Tracking Technologies

We and our service providers use cookies and other tracking mechanisms to track information about your use of our Site, Application, or Services. We or our service providers may combine this information with other personal information we collect about you.

For example, we or our service providers may use cookies to track visitor activity on our Site. A cookie is a text file that a website transfers to your computer's hard drive for record-keeping purposes. We or our service providers may use cookies to track user activities on our Site, such as the pages visited and time spent on our Site. Most browsers allow users to refuse cookies. The Help portion of the toolbar on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Visitors to our Site who disable cookies may not be able to browse certain areas of the Site.

We may also use Clear GIFs, pixel tags and other technologies. Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. In contrast to cookies, which are stored on your computer's hard drive, clear GIFs are embedded invisibly on web pages. We may use clear GIFs (also known as web beacons, web bugs or pixel tags), in connection with our Site to, among other things, track the activities of Site visitors, help us manage content, and compile statistics about Site usage. We and our third-party service providers also use clear GIFs in HTML emails to our customers, to help us track email response rates, identify when our emails are viewed, and track whether our emails are forwarded.

Third-Party Analytics

We may use third-party analytics companies, such as [Google Analytics](#), to evaluate use of our Site, App, and Services. We or our service providers use these tools to help us understand use of, and to improve, our Site, App, Services, performance, and user experiences. These entities may use cookies and other tracking technologies, such as web beacons or local storage objects (LSOs), to perform their services.

Do Not Track Disclosure

Our Site does not respond to Do Not Track signals. For more information about Do Not Track signals, please [click here](#).

Links to Other Sites

Our Site or Application may contain links to other websites or applications that are not owned or controlled by AgentAdd LLC. Please be aware that we are not responsible for the privacy practices of such other websites or applications. We encourage you to be aware when you leave our Site or Application and to read the privacy policies of each and every website or application that collects personal information. This Privacy Policy applies only to information collected by the Site and Application.

Your Choices

You may update your personal information by contacting our Customer Support team at support@ezyagent.com

Please also note that if you opt out of receiving marketing communications from us, we may continue to communicate with you regarding service-related issues. For instance, if our service is temporarily suspended for maintenance, we might send you an email. Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account. Based upon the personal information you provide us, we will send you a welcoming email to verify your email address, username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. Email and in-app notifications are the primary means of communication between members (the exchange is never between members) doing transactions on the site and you must be able to receive this information to use AgentAdd LLC properly.

Children

Our Site, Application, and Services are not targeted to children under thirteen (13) years of age and we do not knowingly collect personal information from children under 13. If we discover that a child under 13 has provided us with personal information, we will promptly delete such personal information from our systems.

Security

The security of your personal information is important to us. We have taken steps to help protect the personal information we collect. However, no data security measures can guarantee 100% security. You should take steps to protect against unauthorized access to your device and account by, among other things, choosing a robust password that nobody else knows or can easily guess and keeping your log-in and password private. We are not responsible for any lost, stolen, or compromised passwords or for any activity on your account via unauthorized password activity.

Changes in this Privacy Policy

We reserve the right to modify this Privacy Policy at any time, so please review it frequently. If we make material changes to this policy and/or to our email practices, we will notify you by posting the revised version of this Privacy Policy on our Site.

Contact Us

If you have any questions or suggestions regarding our Privacy Policy and email practices, please contact us at:

AgentAdd LLC

70 Garden Court, First Floor, Monterey, CA 93940

support@ezyagent.com