TERASWITCH, INC.

Privacy Policy

Effective: October 5th, 2026

Teraswitch, Inc. ("Teraswitch") respects your concerns about privacy. This Privacy Policy describes the types of personal information we may obtain about you, including when you interact with our online services that link to this Privacy Policy (collectively, “Site”), how we use the information and with whom we may share it. We also describe the rights that may be available to you regarding your information, the measures we take to safeguard it and how you can contact us about our privacy practices.

This Privacy Policy applies to personal information we collect about: (i) visitors to, or users of, our Site, (ii) prospective customers, and (iii) current customers (collectively, "Customers").

Please also refer to additional disclosures that may apply to your personal information:

- If you are a resident of California, please also see our Privacy Notice for California Residents.
- If you are located in the European Economic Area, the United Kingdom, or Switzerland, please also see the EU Privacy Notice.

This Privacy Policy does not apply to information that we process on behalf of our Customers while providing services to them. Our use of information that we process on behalf of our Customers is governed by our agreements with such Customers. If you have concerns regarding your personal information that we process on behalf of our Customer, please direct your concerns to the Customer with which you have a relationship.

This Privacy Policy does not apply to our employees or independent contractors.

- Information We Obtain
- How We Use Your Information
- Information Sharing
- Retention of Personal Information
- U.S. State Privacy Rights
- Children
- Links To Other Websites
- Social Media
- Security
- Changes to Our Privacy Policy
- Contact Us
- Jurisdiction-Specific Notices: Privacy Notice for California Residents; EU Privacy Notice

INFORMATION WE OBTAIN

We may obtain personal information about you in different ways and from various sources. This includes when we collect information directly from you (such as when you create an account with us) or automatically from your device (such as through cookies and similar technologies deployed by us or by our third-party service providers on our behalf). We also may indirectly obtain personal information about you from other sources, such as:

- Our affiliates;
- Vendors who provide services on our behalf, such as analytics providers and content delivery networks;
- Financial institutions and payment processors (in connection with billing); and
- Identity and authentication providers.

The types of personal information we may obtain about you include:

- Identifiers, such as your name, alias, home or other physical address, email address, phone number, social media handle, other similar identifiers, and other registration information.
- Account information, such as credentials.
- Commercial information, such as products or services purchased, obtained, or considered and other transaction history.
- Financial information, such as payment card information, bank account details, wallet address, or other information needed to process transactions. We use a third-party vendor to directly collect and process your payment card information.
- Contact preferences, when it is voluntarily submitted to us for purposes of considering or ordering a product, receiving services, and/or when you register for updates or contact us.
- Professional information, such as information we obtain about you when you apply for a job with us.
- Automated data, such as browsing history, search history, unique personal identifier, online identifier, IP address, information on a consumer's interaction with a website (please see the “Personal Information Automatically Collected” section below).
- Inferences drawn from the categories of personal information described above.

We also may generate and process information that has been deidentified. To the extent we process deidentified information, we will maintain and use the information in deidentified form and will not attempt to reidentify the information unless permitted by applicable law.

Personal Information Automatically Collected: We may collect personal information through the use of cookies and similar automated technologies. These automated technologies may be placed on our Site by us (or our vendors on our behalf). We use these automated technologies to collect information about your equipment and online activity. This “automated data” that we obtain may include your IP address; browser and session identifier; general location data derived from your IP address (e.g., city, state, and country); the pages you visit on our Site and the actions you take (which may include the text of query strings you submit, though we do not maintain a separate search history feature); and the dates and times of your usage of our Site.

These technologies help us (1) remember your information so you do not have to re-enter it; (2) track and understand how you use and interact with our Site and measure the Site’s usability;

(3) respect your preferences; (4) protect the safety and security of our Site; and (5) otherwise manage and enhance our products and services and help ensure they are working properly.

Your browser may tell you how to be notified about certain types of automated collection technologies and how to restrict or disable them. Please note, however, that without these technologies, you may not be able to use all of the features of our Site. For mobile devices, you can manage how your device and browser share certain device data by adjusting the privacy and security settings on your mobile device.

HOW WE USE YOUR INFORMATION

We may use the following categories of personal information for the following purposes:

Categories of Personal Information	Purpose of Use
• Identifiers • Account information • Commercial information • Financial information • Contact preferences • Automated data • Inferences	(1) Provide our products and services, including establishing and managing accounts, verifying identity, processing transactions and requests, facilitating the functionality and features of our products and services, and providing customer support; (2) Establish and manage our business relationships; (3) Operate our business, including performing accounting, auditing, record keeping, risk management, and other internal functions; (4) Research and development, including evaluating improving and developing our products and services, conducting research, performing data analytics (such as monitoring and analyzing trends, usage and activities in connection with our products and services and anonymizing personal information) and analyzing the effectiveness of our communications; (5) Prevention and protection, including protecting against, identifying and preventing fraud and other illegal activity, claims and other liabilities, increasing and maintaining the safety and security of our products and services, and preventing misuse of our products and services; and (6) Legal and compliance, such as complying with and enforcing applicable legal requirements, industry standards and our

	policies and terms, exercising our rights and remedies, and defending against legal claims.
• Identifiers • Account information • Commercial information • Contact preferences • Automated data	Personalizing our products and services, such as tailoring our products and services to your preferences and handling specific requests and accommodations
• Identifiers • Account information • Commercial information • Contact preferences	Managing our communications, including sending product-related announcements, updates, security alerts and administrative messages, and responding to your inquiries and feedback
• Identifiers • Account information • Commercial information • Contact preferences • Automated data	Marketing, including sending you offers that may be of interest to you, serving you ads, and developing and managing our marketing campaigns
• Identifiers • Contact preferences • Professional information	Recruitment, including evaluating and processing job applications and communicating with applicants

We also may use the information in other ways for which we provide specific notice and, where required by law, obtain consent at or before the time of collection.

INFORMATION SHARING

We may share the personal information described in the “Information We Obtain” section with certain third parties to the extent permitted by applicable law. Such third parties generally include our affiliates and service providers. We do not sell personal information, or use or share personal information for targeted advertising or cross-context behavioral advertising purposes.

In addition, we may share identifiers, commercial information, and financial information with payment processors and financial institutions, for example, to process transactions.

We also may disclose any of the categories of personal information described in the “Information We Obtain” section of this Privacy Policy (1) if we or our service providers are required or permitted to do so by applicable law, regulation, or legal process (such as a court order or subpoena); (2) in response to requests by government officials and agencies, such as law enforcement authorities; (3) to establish, exercise or defend our legal rights; (4) when we believe disclosure is necessary or appropriate to prevent physical or other harm or financial loss; (5) in connection with an investigation of suspected or actual fraud, illegal activity, security, or technical issues; or (6) otherwise with your consent.

We reserve the right to transfer any personal information we have about you in the event of a potential or actual sale or transfer of all or a portion of our business or assets (including in the

event of an actual or anticipated merger, acquisition, joint venture, reorganization, divestiture, dissolution or liquidation).

RETENTION OF PERSONAL INFORMATION

We will retain your personal information for the time period reasonably necessary to achieve the purposes described in our Privacy Policy, or any other notice provided at the time of collection, taking into account applicable statutes of limitation and records retention requirements under applicable law.

U.S. STATE PRIVACY RIGHTS

Depending on your state of residence, if you interact with us in an individual or household capacity (and not in a commercial or employment context), you may have certain rights regarding your personal information, as described below.

You may have the right to request (1) confirmation of whether we process your personal information; (2) access to the personal information we maintain about you, including a copy provided in a portable format; (3) correction of your personal information; and (4) deletion of your personal information. Depending on your state of residence, you also may have the right to request information about the third parties to whom we have disclosed your personal information. You can exercise these rights by emailing us at privacy@teraswitch.com with the subject line, “Privacy Rights Request.” To submit a request as an authorized agent where permitted by applicable law, please email us at privacy@teraswitch.com with the subject line “Authorized Agent Request.”

Only you, or a person that you authorize to act on your behalf, may make a verifiable request related to your personal information. If you are submitting a request through an authorized agent, such authorized agent must provide us with your signed written permission stating that the agent is authorized to make the request on your behalf. We may also request that any authorized agents verify their identity and may reach out to you directly to confirm that you have provided the agent with your permission to submit the request on your behalf. We may deny a request from an agent that does not submit proof that they have been authorized by you to act on your behalf.

Your request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information (or an authorized representative acting on that person’s behalf).
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We may request certain information from you to verify your identity or otherwise fulfill your request. For example, we may ask you to confirm data points we already have about you. We cannot fulfill your request if we cannot verify your identity or authority to make the request.

As described in the “Information Sharing” section, we do not sell personal information, or use or share personal information for targeted advertising or cross-context behavioral advertising purposes.

Subject to applicable law, you may have the right to appeal our decision with respect to a request you have submitted by emailing us at privacy@teraswitch.com.

CHILDREN

The Site and the Teraswitch Services are intended for business users and are not directed to children or minors. Teraswitch does not knowingly collect personal information from children under the age of 13, and does not knowingly sell or share the personal information of minors under the age of 18, or use such data for targeted advertising. If you have reason to believe that a child under the age of 13, or any minor, has provided personal information to Teraswitch through this Site, please contact us at privacy@teraswitch.com and we will endeavor to delete that information from our databases.

LINKS TO OTHER WEBSITES

The Site may contain links to other websites not operated or controlled by us ("Third Party Sites"). The privacy practices described in this Privacy Policy do not apply to Third Party Sites. By providing these links we do not imply that we endorse or have reviewed these sites. Please contact those sites directly for information on their privacy practices and policies.

SOCIAL MEDIA

Through our Site, you can choose to access certain social media websites and services that are owned and/or controlled by third parties, such as Facebook, X (formerly Twitter), Instagram, Pinterest, and YouTube ("Social Media Services"). When you choose to access and use Social Media Services, including interacting with our pages on those sites, you will be sharing your personal information and other information with them. The information that you share with the Social Media Services will be governed by the specific privacy policies and terms of service of the Social Media Services and not by this Privacy Policy.

SECURITY

We maintain administrative, technical, and physical safeguards designed to protect personal information against accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use.

CHANGES TO OUR PRIVACY POLICY

We may change this Privacy Policy at any time. We will post all changes to this Privacy Policy on this page or notify you via other means, where required by applicable law.

CONTACT US

If you have any questions about Teraswitch's Privacy Policy, please do not hesitate to contact us at:

- Website: https://teraswitch.com/contact/

- Email: privacy@teraswitch.com
- Postal Address: 30 Isabella Street, Pittsburgh, PA 15212

Privacy Notice for California Residents

Effective: October 5th, 2026

This Privacy Notice for California Residents ("Privacy Notice") supplements the information contained in our Privacy Policy and applies solely to individuals who reside in the State of California. This Privacy Notice uses certain terms that have the meaning given to them in the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 (collectively, the "CCPA").

Notice at Collection

The information below serves as our Notice at Collection: it identifies the categories of personal information we collect and the purposes for collection. We do not sell personal information or share it for cross-context behavioral advertising. We retain each category of information in accordance with the criteria described in the "Retention of Personal Information" section below.

Information We Obtain

We may collect (and may have collected during the 12-month period prior to the "Effective" date of this Privacy Notice) the following categories of personal information about you:

- Identifiers: real name; alias; postal address; address; unique personal identifier (such as a device identifier; cookies, beacons, pixel tags, and similar technology; customer number; telephone number and other forms of persistent or probabilistic identifiers); online identifier, internet protocol address; email address; account name; other similar identifiers.
- Financial Information, including bank account number and credit or debit card number.
- Commercial information: Products or services purchased, obtained, or considered.
- Internet or other similar network activity: Browsing history; search history; information regarding your interaction with a website, application, or advertisement.
- Professional and employment information, such as information we obtain about you when you apply for a job with us.
- Inferences drawn from the categories of personal information described above.

We may obtain the personal information listed above directly from you (such as when you create an account with us) and automatically from your device (through cookies and other automated technologies). We also may obtain the personal information listed above from the categories of sources listed in the "Information We Obtain" section of our Privacy Policy.

Use of Personal Information

We may use (and may have used during the 12-month period prior to the "Effective" date of this Privacy Notice) the categories of personal information listed above for the purposes listed in our Privacy Policy, and for the following business purposes:

- Performing services, including maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing analytics services, providing storage, or providing similar services.
- Providing advertising and marketing services, except for cross-context behavioral advertising.
- Auditing related to counting ad impressions to unique visitors, verifying positioning and quality of ad impressions, and auditing compliance.
- Short-term, transient use, including, but not limited to, non-personalized advertising shown as part of your current interaction with us.
- Helping to ensure security and integrity to the extent the use of your personal information is reasonably necessary and proportionate for these purposes.
- Debugging to identify and repair errors that impair existing intended functionality.
- Undertaking internal research for technological development and demonstration.
- Undertaking activities to verify or maintain the quality or safety of a service or device that is owned, manufactured, manufactured for, or controlled by us, and to improve, upgrade, or enhance the service or device that is owned, manufactured, manufactured for, or controlled by us.

Retention of Personal Information

We will retain your personal information for the time period reasonably necessary to achieve the purposes described in our Privacy Policy and this Privacy Notice, or any other notice provided at the time of collection, taking into account applicable statutes of limitation and records retention requirements under applicable law.

Disclosure of Personal Information

We do not sell personal information or share personal information for cross-context behavioral advertising purposes, including the personal information of minors under 16.

During the 12-month period prior to the “Effective” date of this Privacy Notice, we may have disclosed the following categories of personal information about you for the business purposes listed above to service providers and contractors:

- Identifiers
- Financial Information
- Commercial information
- Internet or other similar network activity
- Professional and employment information
- Inferences

Please see the “Information Sharing” section of our Privacy Policy for more information about how we disclose personal information.

California Consumer Privacy Rights

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

- Right to Access/Know: You have the right to request, twice in a 12-month period, that we disclose to you the personal information we have collected, used, disclosed and sold or shared about you, including the categories of personal information collected, the categories of sources from which the personal information is collected, the business or commercial purpose for collecting, selling, or sharing personal information, the categories of third parties to whom we disclose personal information, and the specific pieces of personal information we have collected about you.
- Right to Correct: You may have the right to correct inaccurate data in certain circumstances.
- Right to Deletion: You have the right to request that we delete certain personal information we have collected from you.

Exercising Your Rights

To exercise any of your available rights, please submit a request to us by:

- Emailing privacy@teraswitch.com; or
- Calling us at 1- (888) 945-8045

Only you, or a person that you authorize to act on your behalf, may make a verifiable request related to your personal information. If you are submitting a request through an authorized agent, such authorized agent must provide us with your signed written permission stating that the agent is authorized to make the request on your behalf. We may also request that any authorized agents verify their identity and may reach out to you directly to confirm that you have provided the agent with your permission to submit the request on your behalf. We may deny a request from an agent that does not submit proof that they have been authorized by you to act on your behalf.

Your request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information (or an authorized representative acting on that person's behalf).
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We may request certain information from you to verify your identity or otherwise fulfill your request. For example, we may ask you to confirm data points we already have about you. We cannot fulfill your request if we cannot verify your identity or authority to make the request.

Additional Information

You have the right to not be retaliated against if you choose to exercise any of your rights under the CCPA. To the extent permitted by applicable law, we may charge a reasonable fee to comply with your request.

Changes to Our Privacy Notice

We reserve the right to amend this Privacy Notice at our discretion and at any time. When we make changes to this privacy notice, we will notify you by email, through a notice on our Site, or any other method required by applicable law.

Contact Us

If you have any questions or comments about this Privacy Notice, or wish to exercise your rights under California law, please do not hesitate to contact us at:

- Website: https://teraswitch.com/contact/
- Email: privacy@teraswitch.com
- Postal Address: 30 Isabella Street, Pittsburgh, PA 15212

EU Privacy Notice

Effective: October 5th, 2026

This EU Privacy Notice ("Privacy Notice") supplements the information contained in the Teraswitch US ("Teraswitch") Privacy Policy and applies solely to customers, visitors, users, and others who are located in the European Economic Area ("EEA"), the United Kingdom, or Switzerland (collectively, "data subjects," "you", or "your"). We adopt this notice to comply with the EU General Data Protection Regulation 2016/679 ("GDPR"), the UK GDPR, the Swiss Federal Act on Data Protection, and other applicable privacy laws. Any terms defined in our Privacy Policy or in the text of the GDPR have the same meaning when used in this Privacy Notice.

Information We Obtain

We obtain information about you that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with you ("personal data"). We obtain personal data directly from you or by way of automatic collection.

Personal Data You Provide: We may obtain personal data from you when you interact with Teraswitch, the Site, or the Teraswitch Services; create an account using the Teraswitch customer portal; order the Teraswitch Services; communicate with us; or subscribe to our email lists. This Privacy Notice describes only the personal data that Teraswitch processes as controller for the purposes set out below. It does not cover personal data that our business customers choose to upload to, generate through, or store on the Teraswitch Services (which may include personal data of their own employees, contractors, customers, or other third parties). In respect of that data, our business customer is the controller and Teraswitch acts as processor on that customer's instructions under a separate data processing agreement. If your concern relates to such data, please contact the Teraswitch customer with which you have a relationship.

We may obtain the following categories of personal data directly from you:

- Contact information, such as your name, postal address, email address, and telephone number (each whether associated with you in your personal or professional capacity);
- Authentication data, such as user name, password, password hints, social media handle, and other similar information used to verify the identity of our customers;
- Commercial information, such as information about the Teraswitch Services you subscribe to and payment information you provide in connection with these transactions (including billing address and payment card data);
- Professional information, such as your current or former employer and job title;
- Preferences, such as how you prefer to communicate with us, Teraswitch Service that you are interested in, or other preferences you communicate to us; and

- Other information you provide, such as information in emails or other communications that you send to us or otherwise contribute (e.g., customer support inquiries).

Automatically Collected Data: We or our service providers may collect technical information automatically from your computer or mobile device over time and across different Sites through the use of cookies or similar tracking technologies. A cookie is a small text file that can be placed on your computer's hard drive with your permission. Cookies help analyze web traffic and let us know when and how you visit a particular site. Cookies allow web applications to respond to and tailor your experience with our Sites according to your individual preferences, and to remember those preferences for the next time you visit the Sites. A cookie does not give us access to your computer or provide any information other than the data you choose to share. The information we may obtain through cookies may include personal data but includes:

- Unique identifiers, such as IP address, browser type, operating system, the pages you view on the Sites, the pages you view immediately before and after you access the Sites, and the search terms you enter on the Sites, Internet or other electronic network activity information;
- General location data; and
- Inferences drawn from the above categories.

Sources of Personal Data

We collect the personal data described above (i) directly from you, when you interact with us or submit information through the Site, an account signup, an order, a support request, or a marketing subscription; (ii) automatically from your device, through cookies and similar technologies deployed by us or by our service providers on our behalf; and (iii) indirectly from third parties, such as our payment processor (in connection with billing), identity and authentication providers, content delivery network, and analytics service providers.

How and On What Bases We Use Your Information

To provide the Teraswitch Services to customers and respond to requests: We use account-related data provided by customers to us in connection with the purchase, sign-up, use or support of customer account (such as usernames, email address and billing information) to provide you with access to the Teraswitch Services and/or the Site, contact you regarding your use of the Teraswitch Services and/or the Site or to notify you of important changes to the Teraswitch Services and/or the Site. Such uses are necessary for the performance of the contract between you and Teraswitch.

When you ask for information about the Teraswitch Services (for example, when you ask us to send you offers or price information), we will use your contact information to respond to your requests. Such uses are necessary to respond to or implement your request prior to entering into a contract with us.

For marketing purposes: We may use your contact details to send you emails about our products, services, offers, and updates. Where required by applicable law, we send these communications only on the basis of your prior consent (Article 6(1)(a) GDPR); where the law permits, we may also rely on our legitimate interests in marketing our services to existing customers on a soft opt-in basis (Article 6(1)(f) GDPR). You may withdraw your consent, or object to marketing on the basis of legitimate interests, at any time without affecting the lawfulness of any processing carried out before the withdrawal or objection, by using the

unsubscribe link in each communication or by contacting us as set out in the "Contact Us" section.

You have the right to withdraw your consent at any time, including by following the instructions contained in each promotional communication we send you permitting you to "opt-out" of receiving future promotional information. In addition, if at any time you wish not to receive any future communications or you wish to have your name deleted from our mailing lists, please contact us using the information in the "Contact us" section.

Please note that we will continue to contact you by email in connection with Teraswitch Services, including to respond to your requests and to send service, maintenance, billing and product notices.

To analyze, administer, support, improve use of the Site and the Teraswitch Services: We use data relating to your use of the Site and/or the Teraswitch Services to analyze, administer, support, and improve your access to and use of the Site and the Teraswitch Services, including fraud prevention. We may also compile, anonymize and/or aggregate your personal data and other data and use such anonymized and/or aggregated data for our business purposes, including sharing such data with affiliates and business partners. This aggregate information does not identify you. This use of your personal data is necessary for our legitimate interests in understanding how the Site and the Teraswitch Services are being used by you and to improve your experience on it.

Other Uses of Personal Data: We also may use your personal data in other ways for which we provide specific notice at the time of collection and obtain your consent if required by applicable law. Additionally, we may de-identify or aggregate your information and use it for other purposes as permitted by applicable law.

Where we rely on legitimate interests to process personal data, we will balance our need to process that information with any risks such processing poses to your rights and freedoms.

Sharing and Disclosure

We may share your personal data and other information as follows:

Vendors and Service Providers: To assist us in meeting business operations needs and to perform certain services and functions on our behalf: providers of payment processing and fraud prevention, marketing, web analytics, hosting, email communication, and customer support services, and recruiting services. Pursuant to our instructions, these parties may access, process, or store personal data in the course of performing their duties to us.

Teraswitch and its affiliate companies: Our affiliate companies, if any, may provide us with technical support in connection with the Teraswitch Services, which may entail processing of personal data to the extent necessary to provide you with the Teraswitch Services. Such processing is in our legitimate interest in ensuring that you may receive the Teraswitch Services you request from us.

Business Transfers: If we are involved in a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, sale of company assets, or transition of service to another provider, your personal data and other information may be transferred to a successor or affiliate as part of that transaction along with other assets.

Legal Requirements: If required to do so by law or in the good faith belief that such action is necessary to (i) comply with a legal obligation or lawful requests issued by public authorities such as subpoenas or legal orders, including meeting national security or law enforcement

requirements and applicable law, rule, order, or regulation, (ii) protect and defend the rights or property of Teraswitch, (iii) act in urgent circumstances to protect the personal safety of users of the Site or the public, or (iv) protect against legal liability.

International Data Transfers

Teraswitch is headquartered in the United States and may use service providers that operate in other countries. Your personal information may be transferred to the United States or other locations where privacy laws may not be as protective as those in your state, province, or country.

If you are accessing our services from the European Economic Area, the United Kingdom, Switzerland, or another region with laws governing cross-border data transfers, your personal data will be transferred to and processed in a country that has not been formally recognised as providing an adequate level of data protection under those laws. Where Teraswitch transfers personal data originating from the EEA to the United States or another jurisdiction not covered by an adequacy decision, we rely on the European Commission's Standard Contractual Clauses as the transfer safeguard under Chapter V of the GDPR, together with any supplementary technical, organisational, and contractual measures required by applicable law. For personal data originating in the United Kingdom, we rely on the UK International Data Transfer Addendum to the Standard Contractual Clauses (or, where applicable, the UK International Data Transfer Agreement). For personal data originating in Switzerland, we rely on the Standard Contractual Clauses together with the applicable Swiss addendum recognised by the Federal Data Protection and Information Commissioner. Customers who require a Data Processing Agreement (DPA) in connection with their use of Teraswitch Services, or who wish to receive a copy of the transfer mechanism relied on for a particular transfer, may request one by contacting us at privacy@teraswitch.com.

Data Retention

We retain your personal data only for as long as reasonably necessary to fulfil the purposes described in this Privacy Notice, unless a longer retention period is required or permitted by applicable law. The criteria we use to determine the appropriate retention period include: (i) the duration of your account or business relationship with us and the existence of any active service subscriptions; (ii) applicable legal, tax, accounting, and regulatory obligations; (iii) applicable limitation periods for the establishment, exercise, or defense of legal claims; and (iv) our legitimate business interests, such as security, fraud prevention, and dispute resolution. We also take into account the amount, nature, and sensitivity of the personal data, and the potential risk of harm from unauthorised use or disclosure. In some circumstances, we may anonymize personal data so that it may no longer be associated with a data subject, in which case we may continue to use that anonymized information without further notice to you.

EU Data Act

Where Regulation (EU) 2023/2854 (the Data Act) applies to your use of the Teraswitch Services, your rights relating to switching between data processing services, data retrieval and egress are addressed in our Terms of Service rather than in this Privacy Notice.

Data Subject Rights

As data controller for the personal data described in this Privacy Notice, Teraswitch, Inc. grants you the following rights under the EU GDPR, the UK GDPR, and, where applicable, the Swiss Federal Act on Data Protection:

You have the following rights in relation to your personal data:

Right of access: If you ask us, we will confirm whether we are processing your personal data and if so, provide you with a copy of that personal data (along with certain other details). If you require additional copies, we may need to charge a reasonable fee.

Right to rectification: If your personal data is inaccurate or incomplete, you are entitled to have it rectified or completed. If we have shared your personal data with others, we will tell them about the rectification where possible. If you ask us, where possible and lawful to do so, we will also tell you with whom we shared your personal data so that you can contact them directly.

Right to erasure: You may ask us to delete or remove your personal data and we will do so in some circumstances, such as where we no longer need it (we may not delete your data when other interests outweigh your right to deletion). If we have shared your data with others, we will tell them about the erasure where possible. If you ask us, where possible and lawful to do so, we will also tell you with whom we shared your personal data so that you can contact them directly.

Right to restrict processing: You may ask us to restrict or 'block' the processing of your personal data in certain circumstances, such as where you contest the accuracy of that personal data or object to us processing it. We will tell you before we lift any restrictions on processing. If we have shared your personal data with others, we will tell them about the restriction where possible. If you ask us, where possible and lawful to do so, we will also tell you with whom we shared your personal data so that you can contact them directly.

Right to data portability: You have the right to obtain your personal data from us that you consented to give us or that is necessary to perform a contract with you. We will give you your personal data in a structured, commonly used, and machine-readable format. You may reuse it elsewhere.

Right to object: You may ask us at any time to stop processing your personal data, and we will do so:

- if we are relying on a legitimate interest to process your personal data — unless we demonstrate compelling legitimate grounds for the processing; or
- if we are processing your personal data for direct marketing.

Rights in relation to automated decision-making and profiling: You have the right not to be subject to decisions based solely on automated processing, including profiling, that produce legal effects concerning you or similarly significantly affect you (Article 22 of the GDPR). Teraswitch does not currently make decisions of this kind based solely on automated processing; if that changes, we will provide you with meaningful information about the logic involved, the significance and envisaged consequences of such processing, and the safeguards applied.

Right to withdraw consent: If we rely on your consent to process your personal data, you have the right to withdraw that consent at any time. This will not affect the lawfulness of processing based on your prior consent.

Right to lodge a complaint with a supervisory authority: If you have a concern about our privacy practices, you have the right to lodge a complaint with the supervisory authority in the EU/EEA Member State of your residence, place of work, or the place of the alleged infringement. A list of EU/EEA supervisory authorities is available at edpb.europa.eu. If you are in the United Kingdom, the competent authority is the Information Commissioner's Office (ico.org.uk). If you

are in Switzerland, the competent authority is the Federal Data Protection and Information Commissioner (edoeb.admin.ch).

You may exercise your rights by contacting us as indicated in the "Contact Us" section below. We may contact you if we need additional information from you in order to honor your requests. For example, we may need to request specific information from you to help us confirm your identity and ensure your right to access the personal data requested or to exercise any of your other rights. This is to ensure that personal data is not disclosed to any person who does not have the authority to receive it.

Security

We maintain reasonable and appropriate security measures to protect personal data from loss, misuse, unauthorized access, disclosure, alteration, or destruction in light of the risks inherent in processing this information. However, the Internet cannot be guaranteed to be fully secure and we cannot ensure or warrant the security of any information you provide to us. Please keep this in mind when providing us with your personal data.

Changes to This Privacy Notice

We may change this Privacy Notice at any time. If we update this Privacy Notice, we will notify you by posting a new privacy notice on this page. If we make any changes that materially change the ways we process or protect your information, we will provide additional notification of the changes. By continuing to use the Site and/or the Teraswitch Services or providing us with information following such a replacement Privacy Notice being uploaded, you agree that you will be deemed to have agreed to be bound by the Privacy Notice as changed.

Contact Us

If you have any questions or comments about this Privacy Notice, or wish to exercise your rights described above, please contact us at privacy@teraswitch.com.