Privacy Policy

ITT Goulds Pumps, Inc. Privacy Policy for App Users

ITT Goulds Pumps, Inc. ("Goulds", "we" "us" or "our") knows that you care about how your personal and machine data information are used and shared, and we take your privacy seriously. Please read the following to learn more about our privacy practices ("Privacy Policy"). By downloading our iOS application "i-ALERT Condition Monitor" found on Apple's App Store (under the developer account "Goulds Pumps Inc.") and/or the Android application "i-ALERT Machine Health" found on Google's Play Store (under the developer account "ITT – Goulds Pumps LLC") ("App"), you are accepting our Privacy Policy and consent to our collection, storage, and use of your machine data information on our server https://www.i-alert.ai ("server") as described below in this Privacy Policy.

Collection and Use of Personal Information

Personal information is data that can be used to identify or contact a person.

You will be asked to provide personal information including your contact information as well as equipment information upon downloading the App. However, we will not sell or share your personal contact information with third parties except as specifically described below. We only maintain your personal contact information for account management purposes. Goulds and its parents, affiliates or subsidiaries may share this personal information with each other and use it consistent with this Privacy Policy. This information may be combined with other information to provide and improve our products, services, and content.

Collection and Use of Machine Data Information

You will be asked to provide equipment information such as equipment make and model, bearings, hydraulics, construction, and driver information upon registering an *i-ALERT®* condition monitor with the App. However, we will not sell or share your machine data information with unrelated third parties except as specifically described below. Your machine data information will be stored on secure servers which will allow access to pump information, data back up, and data without being within range of the equipment. Goulds and its parents, affiliates and subsidiaries may share this machine data information with each other and use it consistent with this Privacy Policy. It may also be combined with other information to improve our products and services.

Here are some examples of the types of machine data information that may be collected and used.

What Machine Data Information We Collect

We collect the following types of information from you when you use our App: your IP address (including country of origin), App version, device operating system (including version), device

make and model, UDID or other unique device identifier, the real-time geographic location (if enabled), equipment information (entered by user), equipment operation data and the current time each time you launch an App. In addition, while you are using the App, we collect information regarding the various actions and paths you take when using the App ("Events"), including a timestamp associated with each Event.

Cookies/Session IDs – Although the App does not place cookies on your device , each time you launch an App, we will assign a unique session ID (a "Session ID") to that launch which will be collected and maintained with the other information that we collect during your use of the App during that launch session.

Data Collection Details – Data this app may collect, transmit, store in a secure way (using Industry Standard Cryptography, at rest and in transit, like TLS and AES-256) on our server (https://www.i-alert.ai) and use:
A. Personal info (Name, Email address, User IDs)
    1. Name (App functionality, Advertising or marketing, Account management)
    2. Email address (App functionality, Developer communications, Advertising or marketing, Personalization, Account management)
    3. User IDs (App functionality, Analytics, Advertising or marketing, Personalization)
B. Location (Optional, sensitive user data, Approximate location, Precise location)
    1. Approximate location (Optional, sensitive user data: App functionality – so it is then displayed to you in future application usages for easier Machine/sensor location recognition), Analytics, Advertising or marketing)
    2. Precise location (Optional, sensitive user data: App functionality – so it is then displayed to you in future application usages for easier Machine/sensor location recognition, Analytics, Advertising or marketing)
C. Photos
    1. Photos (Optional, sensitive user data, App functionality, using your camera or existing photo gallery application, you may upload your Machine Photo along with its related data and information, so it is then displayed to you in future application usages for easier Machine recognition)
D. Contacts
    1. Contacts (Optional, sensitive user data, App functionality, so you can automatically share a report you generate with your colleagues/contacts)
E. App info and performance
    1. Crash logs (App functionality, Analytics)
    2. Diagnostics (App functionality, Analytics)
    3. Other app performance data (App functionality, Analytics)
F. App activity (App interactions, Other actions)
    1. App interactions (App functionality, Analytics)
    2. Other actions (App functionality)
G. Device or other IDs
    1. Device or other IDs (App functionality)

Data deletion
You can submit a request to delete your account and associated data either by
    1. Using a web browser, accessing the link https://www.i-alert.ai/#/profile, authenticating

using your credentials and clicking the "Delete personal account" button or
2. using your mobile application, authenticating using your credentials, and tapping the Side Menu (three bars on top left) -> User Settings -> Delete User permanently.

This action will permanently delete your user, related Asset data, and measurements. Once initiated, the deletion process will be carried out automatically without any additional steps, and this action cannot be reversed.

Your personal account and data created or collected or associated with the
1. iOS application "i-ALERT Condition Monitor" and/or the
2. Android application "i-ALERT Machine Health"

will be instantly and permanently deleted.

Disclosure of Data

We are not in the business of selling or renting user data. We will not share data with unrelated third parties except in the following narrow circumstances:

• If you direct or authorize the disclosure.
• If we believe in good faith that we must disclose information pursuant to a court order or subpoena to protect our rights or property or that of other users, including to prevent fraud or to enforce our agreements or policies governing your use of the Service; or if we believe in good faith that such disclosure is necessary to protect the personal safety of our personnel, users, or the public, we may make such disclosure as we believe is reasonably necessary for such protection.
• If we sell or reorganize all or part of our business, we may need to disclose user information to a third party who acquires our assets, as permitted by law.
• In all circumstances mentioned above, you will be notified prior to any disclosure by us.

• We occasionally contract with vendors, consultants and other service providers to provide services for us (such as customer support, email marketing, and technical infrastructure services). We may provide these companies with access to data when necessary for their engagement.

Protection of Personal and Machine Data Information

The information we collect and process may be stored and processed in the United States or any other country where we or our affiliates maintain facilities. Goulds takes the security of your personal information very seriously and protects your personal information during transit using encryption such as Transport Layer Security (TLS) and at rest, while stored. When your personal data is stored by us, we use computer systems with limited access housed in facilities using physical security measures.

Integrity and Retention of Machine Data Information

Goulds makes it easy for you to keep your machine data information accurate, complete, and up to date. We will retain your personal information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

Our Companywide Commitment to Your Privacy

To make sure your personal contact and machine data information are secure, we communicate our privacy and security guidelines to our employees and strictly enforce privacy safeguards within the company.

Conditions of Use

If you decide to use the App, any possible dispute over privacy is subject to this Privacy Policy and our Terms and Conditions, including limitations on damages, arbitration of disputes, and application of New York State law.

Changes to this Privacy Policy

We may amend this Privacy Policy from time to time. Use of information that we collect now is subject to the Privacy Policy in effect at the time such information is used. If we make changes in the way we use Personal Information, we will notify you by revising this document and posting it on our website. Users are bound by any changes to the Privacy Policy when using the App after such notice has been provided.

Questions or Concerns

If you have any questions or concerns regarding privacy in connection with the App, please send us a detailed message at support@i-alert.ai. We will make every effort to resolve your concerns.

Effective Date: June 15, 2023

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