

PRIVACY POLICY

Last Updated: April 1, 2025

At Kairos Vision Care ("Kairos", "Company," "us," "we," or "our") we value and prioritize the privacy of individuals who engage with our website, services, or products (hereinafter referred to as "Services"). This Privacy Policy outlines how we collect, use, protect, and disclose your personal information that arises from your utilization of our Services. Please read it carefully.

This Privacy Policy applies to all personal data collected through written, electronic, or oral communications when you visit and interact with our website at www.kairosvisionpr.com, along with any services, websites, pages, features, or content that we own or operate.

By using our Services, you acknowledge and consent to abide by this Privacy Policy and agree to our Terms and Conditions of Use. If you do not agree with any aspect of this Privacy Policy or our Terms and Conditions of Use, we kindly ask that you immediately refrain from accessing or using our Services.

CHANGES TO OUR PRIVACY POLICY

We reserve the right to update our Privacy Policy from time to time. Any modifications will be communicated by posting the revised Privacy Policy on this page. Additionally, we will notify you through email or with a noticeable announcement on our website before the changes come into effect. The "effective date" at the top of this Privacy Policy will also be updated accordingly.

Changes to this Privacy Policy are effective when they are posted on this page. Hence, we recommend that you review this Privacy Policy regularly for any changes.

INFORMATION COLLECTED

Personal Data: When you use our Services, we gather certain personal data. Personal information generally includes data that can identify an individual or is linked to an identifiable individual. This may include, but is not limited to, first and last name, email address, date of birth, phone number, physical address, payment account or card details, shopping or payment preferences, browsing history, and eye prescription information. We or third-party service providers assisting us may collect various types of personal information from you, including but not limited to:

Create an account: When creating an account with us, you will be required to provide your first and last names, birth date, email address, and choose a password for your future logins.

Order placement: When placing an order with us, you must provide information such as your first and last name, delivery address, email address, phone number, payment account or credit card details. Moreover, we may gather data concerning your eyeglass prescription and specific measurements related to your eyes, vision, vision health, and eyeglass needs. If you furnish any sensitive information, like details about your medical or health conditions, we will manage, process, and disclose this information in accordance with relevant legal and regulatory requirements.

Payment information: When you make purchases, we may collect payment card information, shipping and billing addresses, and phone numbers.

Prescriptions: When purchasing prescription products, you will be required to provide us with your eye prescription details.

Customer Service: When reaching out to our customer service department, you may be required to furnish us with further information to help us address your inquiries or issues thoroughly and completely.

Promotional Emails: If you wish to receive promotional emails from us with news and exclusive offers, you may provide us with your email address.

Promotional Messaging: If you wish to receive promotional text messages from us with news and exclusive offers, you may provide us with your phone number.

INFORMATION WE COLLECT AUTOMATICALLY

Usage Data: We collect information that your browser sends whenever you use our Services or access them from any device. This Usage Data could encompass details like your computer's IP address, browser type, version, the specific pages of our Services you visit, the date and time of your visits, the duration spent on those pages, unique device identifiers, and other diagnostic information. When you use our Services on a device, this Usage Data might include specifics such as the device type, unique ID of your device, your device's IP address, operating system, Internet browser type, unique device identifiers, and other diagnostic data.

Location Information: By utilizing our Services, we may infer the approximate physical location and geographic regions of your device using technologies such as Wi-Fi, Bluetooth, and other device settings. For example, your IP address can provide a broad indication of your geographic area. If you prefer not to disclose your location information to us, you can adjust the location services settings on your mobile or desktop device. For instructions on how to modify these settings, we recommend reaching out to your service provider or device manufacturer.

If you have not requested otherwise, we may contact you via email or phone number to inform you about promotions, new products or services, or changes to this Privacy Policy.

COOKIES

We may automatically collect information when you use our Services through “cookies” and similar technologies (“Tracking Technologies”). These technologies help us gather data about your usage of the Site and enhance your experience with our Services. We can store cookies on your device if they are essential for the website’s functionality. For all other types of cookies, your consent is required.

Cookies are small pieces of data stored within your Internet browser by websites you visit, allowing those sites to recognize the same browser when you return online later. We may employ cookies provided by third-party service providers that use data from your visits to other websites to target advertisements for products and services. Cookies can also enable us to track and target the interests of our users to enhance the experience on our website. We do not monitor the specific information gathered and stored by these third-party cookies. For information on their use of cookies, please refer to the third-party’s website.

We use cookies to personalize content and ads, to provide social media features and to analyze our traffic. We also use cookies to understand how you use functionality available on this website like search or favorites. We additionally share information regarding your website usage with our social media, advertising, ecommerce, and analytics contractors. They may integrate this information with other data you have provided to them or that they have gathered from your utilization of their services for the purposes mentioned above.

HOW WE MAKE USE OF YOUR INFORMATION

We use your personal data for a variety of business and commercial purposes, in compliance with any regulations set forth by applicable laws. Personal information gathered is utilized to manage accounts, customer support,

process and fulfill your orders and payments, and conduct analytics. We may contact you for administrative or account-related matters, such as updates on your account status or service changes.

The information provided when contacting us is gathered to ensure efficient customer support and service satisfaction.

Offering Advertising and Marketing Services: If you have subscribed to marketing communications, we may email you about products, services, and promotions. Also, we may use your information to conduct audits to ensure advertisement accuracy and compliance.

We examine data to comprehend user behavior and interactions, with the goal of enhancing current services and creating new ones. We may utilize your information to customize your experience on various platforms and devices. Data concerning your account and service usage may be processed in the context of corporate acquisitions, mergers, or other transactions.

Maintaining Security and Integrity: Personal information may be processed to oversee, investigate, and ensure compliance with our terms, agreements, and policies. Personal data may be processed to ensure the quality and security of our services and products. Furthermore, it may be processed for internal research purposes aimed at improving technological capabilities. Processing personal information is necessary to comply with laws and regulations, such as tax obligations and responding to legal requests. Personal information may be processed for purposes that have been disclosed to you in advance or that are reasonably necessary to provide the requested services, with your consent or direction.

WE MIGHT SHARE YOUR PERSONAL DATA IN THE FOLLOWING WAYS:

Within Our Corporate Structure: Your information may be shared with our parent company, subsidiaries, or affiliates for marketing purposes if you opt-in.

We may share your personal data when we believe in good faith that disclosure is necessary to protect your safety or the safety of others, or to investigate fraud.

With Service Providers and Business Partners: Your personal data may be shared with contractors and suppliers who offer services such as order fulfillment, payment processing, and analysis. Whenever possible, only aggregated, anonymized data is transmitted to external services to improve our website and our Services.

Response to Legal Requests: We may disclose your information to government authorities or third parties in response to valid legal requests such as, but not limited to, court orders and subpoenas.

Business Transaction: If we or our subsidiaries are part of a merger, acquisition, or asset sale, your personal data may be transferred.

With Marketing Partners: If you opt-in to receive marketing communications, we may share your information with selected third-party partners offering products or services of interest.

OPT OUT: You can opt-out of any future contacts from us at any time by emailing unsubscribe@kairosvisionpr.com.

LINKS TO OTHER SITES

Our Services may include links to websites operated by third parties that are not under our control. If you click on a third-party link, you will be directed to their site. We strongly recommend reviewing the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Social Media Services: Links to social media services may enable you to post comments or other information on social media websites. Your use of these services may involve the collection or sharing of your personal information. Review the privacy policies of these social media services to understand how your information may be collected, used, and shared.

Payment Processors: Payments made through our Services are processed by third-party providers, and we do not have access to the information collected for payment processing unless provided by you.

YOUR CHOICES

We provide you with various options concerning our communication methods and the management of your personal data.

Updating Your Information: If you have created a user account via our Services, you can access, amend, and rectify the personal details linked to your account by logging in through the Services.

Marketing Communications: You have the option to control the communications you receive from us. To modify your preferences or limit our communication, please contact us at marketing@buykairos.com. Furthermore, you can retract any previously given consent, and we'll respect your preferences going forward. If you prefer not to receive marketing content, you can opt out by emailing us at unsubscribe@buykairos.com.

Cookie Management: You have the option to set up your browser to limit, reject all cookies, or notify you when a cookie is being sent. Please note that choosing not to accept certain cookies may affect your browsing experience on our site.

You can ask us to delete your information at any time by sending us an email to privacy@kairosvisionpr.com. We will make all reasonable efforts to erase said information in no more than 30 days from the day of your request.

YOUR PRIVACY RIGHTS

Depending on the state in which you reside and the applicable laws, you may have certain rights concerning your personal information, including to request information about the collection of your personal information by Kairos, under certain conditions to access your personal information in a portable format, and to correct or delete your personal information. You may have the ability to rectify any inaccuracies in your personal information held in our records or systems. You can request us to update any incorrect information. If you wish to do any of these things, please send an email to privacy@kairosvisionpr.com.

It's important to note that your rights regarding your personal information are not absolute and may be subject to limitations under specific circumstances, such as legal requirements or protecting others' privacy. In certain cases, you may request the deletion of your personal information held by us. However, we reserve the right to deny this request if it's necessary to provide a service you've requested, fulfill a contractual obligation, maintain system functionality and security, comply with legal obligations, or for other legitimate reasons.

You have the right not to face discrimination for exercising any of the rights mentioned in this section. We will not treat you differently for asserting your privacy rights. You may object to decisions made solely through automated processing that significantly affect your rights. We will not base decisions solely on automated processing that significantly impacts you.

If we rely on your consent to process certain personal information, you have the right to refuse or withdraw your consent at any time. However, this will not affect the legality of processing based on consent prior to withdrawal.

You can request that we limit our processing of your personal information under certain circumstances, such as disputing its accuracy or objecting to our processing activities. You may object to our processing of your personal

information at any time if it is based on consent or legitimate interests. However, we may continue processing if necessary for legal defenses or other permissible reasons.

To exercise your privacy rights, please send an email to privacy@kairosvisionpr.com, specifying the rights you wish to exercise.

To protect your privacy, we need to verify your identity before processing your request. This verification may involve contacting you by phone or email. Depending on the nature of your request, we may ask for information such as your name, email address associated with your Kairos Vision Care account, or phone number used with Kairos Vision Care. For certain requests, we may also require details about your most recent online purchase.

Retention of Data: We will keep your personal data for as long as necessary to fulfill the purposes stated in this Privacy Policy. We will continue to use and store your personal data as necessary to comply with legal obligations, resolve disputes, and enforce our agreements and policies.

Usage of Data: Usage data will also be retained for internal analysis purposes. Typically, usage data is kept for a shorter period, unless it is necessary for enhancing security, improving Services functionality, or required by law to retain such data for longer periods.

Security of Data: We implement security measures to protect your personal information from loss, misuse, and unauthorized changes. However, please note that no data transmission over the internet can be entirely secure. While we strive to protect your data, we cannot guarantee the security of our databases or third-party databases. If you suspect any compromise to your account security, please contact us immediately. Every 24 months we purge information that does not serve the purposes specified in this Privacy Policy.

International Transfers: As an online retailer based in Puerto Rico, your personal information may be transferred to, processed, and stored in locations where data protection laws may differ from those in your jurisdiction. We take appropriate measures to protect your personal data in accordance with applicable laws.

CHILDREN'S PRIVACY

Our website is not intended to be used by individuals under the age of 21. We do not knowingly collect or distribute personal information directly from children under 21 years old. However, if parents or legal guardians order children's glasses through our Services, we may collect prescription information for children under 21, and other necessary details to deliver our products. This information is solely used for fulfilling the order and is subject to applicable laws.

If a parent or guardian becomes aware that his or her child has provided us with information without his or her consent, he or she should contact Kairos. We will erase that information from our files within a reasonable time.

SALE OR SHARING OF PERSONAL INFORMATION

We do not knowingly sell or share the personal information for cross-context behavioral advertising purposes.

DO NOT TRACK

We respect Do Not Track signals and do not track, plant cookies, or use advertising when a user's web browser sends a Do Not Track signal. Do Not Track is a preference that can be set in your web browser to notify websites that you prefer not to be tracked.

You can enable or disable the Do Not Track setting by visiting the Preferences or Settings page of your web browser.

YOUR CONSENT

By utilizing this website, you are agreeing to our handling of your information as described in this Privacy Policy, which may be revised by us periodically. Processing refers to the use of cookies on a computer/handheld device or the handling of information in any manner, including, but not limited to, collecting, storing, deleting, using, combining, and disclosing information, all of which will occur in the United States. If you live outside the United States, your information will be transferred, processed, and stored in accordance with United States privacy standards unless otherwise specified by applicable law.

CAN-SPAM ACT

The CAN-SPAM Act, a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out penalties for violations.

GENERAL DATA PROTECTION REGULATION

The General Data Protection Regulation is a European Union regulation on information privacy aimed at protecting EU citizens' personal information. In adherence to that regulation, we have been transparent about how we collect, use, and store the personal data gathered from you; established the purpose for which we use your data and its limitations; agreed to collect the minimum data necessary for the purposes stated herein, and inform you of your privacy rights, how to exercise them and how to contact us to exercise such rights.

CALIFORNIA CONSUMER PRIVACY ACT

If you are a consumer as defined by the California Consumer Privacy Act, you have certain rights in relation to your personal information. Under said law you have the following additional rights:

If you reside in California, you have the right to ask us one time each year if we have shared personal information with third parties for their direct marketing purposes. To make a request, please send us an email, to privacy@kairosvisionpr.com. Indicate in the subject matter that you are a California resident making a "*Shine the Light*" inquiry.

If you reside in California, you can make the following more specific requests:

You have the right to request disclosure of the following information from us: the categories of personal information we collected about you, the sources from which we collected the personal information, the categories of personal information we sold or disclosed, our business or commercial purpose for collecting and selling the personal information, the categories of third parties with whom we shared the personal information, and the specific pieces of personal information we collected about you over the past 12 months.

You can request that we delete your personal information that we maintain about you, subject to certain exceptions. We do not sell your personal information. In the context of this Privacy Policy "sell" refers to the act of selling your personal information to an external party in exchange for monetary or other valuable considerations, with exceptions as outlined in relevant California law.

You must provide us your mobile number voluntarily on our website or email marketing communications.

TELEPHONE CONSUMER PROTECTION ACT

The Telephone Consumer Protection Act regulates telemarketing calls, auto-dialed calls, prerecorded calls, text messages, and unsolicited faxes. It prohibits using automated prerecorded message to contact cell phones, and prerecorded telemarketing messages to contact residential phones, unless the recipient has provided and not

revoked “consent” to receive the call/text. In our case, we will be asking you to provide us your mobile number to get in touch with you, from time to time, for marketing purposes.

SMS Terms and Conditions: To receive SMS marketing promotions and information from us, you must provide your consent by opting in and confirming it. You can opt out of receiving SMS marketing communications at any time by replying with the word STOP to any of our messages. Once you do so, you will no longer receive any further communications from us.

If you would like us to delete the mobile number that you have provided from our database, please contact us at privacy@kairosvisionpr.com and we will respond in a reasonable time.

If you would like to opt out of receiving any type of marketing calls or SMS regardless of the sender, you need to register with the National Do Not Call Registry administered by the Federal Trade Commission at: <https://www.donotcall.gov/verify.html>.

All our SMS marketing communications will comply with clearly stating their purpose; the frequency of the communications you can expect from us; and your options to opt out clearly.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. The categories mentioned above do not include text messaging originator opt-in data and consent; this information will not be shared with any third parties.

CONTACT US

If you have any inquiries about your information and data usage on this website, questions about our practices, or would like to exercise your privacy rights, please reach out to us through any of the following means:

Email us: privacy@kairosvisionpr.com.