

## **PRIVACY POLICY**

Revised as of March 27, 2024.

This Privacy Policy (the “**Privacy Policy**”) describes why Flex Storage Inc. and its parent, subsidiaries, and affiliates (collectively, “**Flex**”, “**we**”, “**our**”, or “**us**”) collects particular information from visitors and registered users (referred to as “**Users**”, “**you**”, or “**your**”), how we use it, and to whom and under what circumstances we may disclose it. In order to fully understand your rights, we encourage you to read this Privacy Policy, which is effective as of the date set forth above. This Privacy Policy applies to all personal information we collect from and about you, including on our websites, including [www.flex.storage](http://www.flex.storage), (the "Website"), mobile and web-based applications, at our facility locations by phone, by mail, by text, by email or otherwise when you visit the Website, or purchase, use or inquire about services offered by or otherwise through Flex (the "Services"), how you can exercise your data protection rights, as well as the choices you can make about the way your information is collected and used. Except as explicitly provided herein, this Privacy Policy does not apply to the practices of entities that we do not own or control, including linked websites, or to people that we do not employ or manage.

### **Your Consent**

By accessing any part of the Website or using the Services, you consent to and agree with this Privacy Policy. This Privacy Policy is part of the Terms of Service governing your use of the Website and the Services. Any dispute over privacy is subject to this Privacy Policy and our Terms of Service. Please read the Terms of Service. If you do not agree with any part of this Privacy Policy, please do not use the Website or the Services.

Flex may change or revise this Privacy Policy at any time, for any or no reason, at our sole discretion, without notice, simply by posting such changes or revisions on this page. Any such change will be effective immediately upon posting. Your continued use of the Website or the Services signifies your acceptance of any such change or revision. For this reason, please visit this page on a regular basis to ensure that you are familiar with the most recent version of this Privacy Policy and the Terms of Service. Flex's use of information is subject to the Privacy Policy in effect at the time that it uses such information.

This Privacy Policy is not a contract and does not create any legal rights or obligations. Rather, the following are guidelines.

### **Types of Personal Information We Collect and How We Collect It**

We collect information in order to provide products and services to you, to communicate with you, to enhance our products, Services and operations, and for other operational, legal and compliance purposes.

We collect information from you including when you create an account on our Website; make a purchase or sign up for Services online, by phone, electronically or in-person; fill out a form and submit it to us in any manner; complete a survey for us; participate in a contest or other promotion sponsored by us or on our behalf; contact us; or otherwise use the Website or the Services, or provide information to us. Such information may include: (i) information provided during the registration process, such as personal data used to verify your identity (e.g. your name, contact information, date of birth, driver's license number, passport number, e-mail address, mailing address, phone number); (ii) information provided when you upload or submit any materials or complete certain forms to the Website (e.g., credit card information, other payment account information, responses to survey questions, and information related to orders you place); (iii) information related to contacting us that is provided by your device when it accesses the Website or other platform (e.g., information about your device and internet connection and your interaction with the Website); and (iv) information that we collect from third parties (e.g., demographic information and other customer information) (collectively, the "***Personal Information***"). The Personal Information that you provide must be true, accurate and complete, and all registration and account details (where applicable) must contain your real name, address and other requested information.

In order to allow you to view the Website on your mobile device may require to collect certain Personal Information that uniquely identifies your mobile device, including, but not limited to your mobile phone number, the type of mobile device you use, your mobile device's unique device ID, the IP address of your mobile device, your mobile operating system, and the type of mobile Internet browsers you use. Depending on the nature of the mobile device and the network you are utilizing to access the Website on your mobile device, additional Personal Information about you and your device may be collected as a result of network and device settings, including, but not limited to precise information about the location of your mobile device.

Additional Information is collected as well, including information relating to your visits to the Website or other platform, and as needed from time to time to further assess your needs and preferences. By providing Flex with such information, or through your usage of the Website or other platform, you are giving Flex permission to use such information and store it consistent with this Privacy Policy. We may obtain additional personal information about you through your usage of the Website or other platform, or from outside credit reporting agencies when processing your registration for a paid service or other purchase. We may combine this data with other information we have about you and treat such combined information as Personal Information in accordance with this Privacy Policy.

Flex and/or its authorized third party/ies may monitor, including keeping a records of, the location of the Flex trailer/unit twenty-four (24) hours a day, seven (7) days a week, using GPS (or similar) tracking technology, or by any other means or frequency Flex deems appropriate.

Please note that when you delete your account information on the Website or other platform, or terminate your use of the Services, we may retain your information for a reasonable period of time afterward for the purpose of record keeping, account management and fraud prevention activities.

### Duty to Update Personal Information

By using the Website, you agree to regularly review your Personal Information to ensure that it is correct and complete and to update any information you believe to be incorrect.

### How We Use Your Personal Information

Personal Information is required to open an account, to transact business, to communicate with you, verify your identity and fulfill legal and regulatory requirements. We use your personal information to operate, provide, develop, and improve the Services and products that we offer our customers, including to: (i) to respond to your inquiries, request for Services, and otherwise communicate with you; (ii) to provide you with information about our products, Services, and promotions (regardless of whether a business relationship exists between us); (iii) deliver Services, processing requests submitted by you, and process transactions, and otherwise for the purpose of providing you our Services; (iv) communicate with you in relation to Services (e.g., by phone, e-mail); (v) personalize your experience with the Website, Mobile Application, or the Services; (vi) provide you with targeted offers, promotions and advertisements that might be of interest to you, identify your preferences, and personalize your experience; (vii) protect your rights, our rights and the rights of others including efforts to prevent and detect fraud or other illegal conduct; (viii) verify users' identity, background information, or eligibility for protection under certain laws (e.g., Servicemembers Civil Relief Act); (ix) to carry out our obligations and enforce our rights arising from any contracts between us as we are entitled under applicable law; and (x) to carry out any other purposes to which we are permitted under applicable law.

### Email Communications from Flex

The receipt of emails from Flex is necessary to use the Website and our Services. Initially, email confirmations will be required to verify your email address and in order to complete your registration process.

Emails will also be used to communicate with you regarding your continued use of the Website, including for legal and security purposes. For example, email notifications are sent to ensure that no one is making a change to your account without your knowledge. In other cases, notifications involve changes to various legal agreements or Website policies. Generally, you may not opt out of such service-related emails.

From time to time, we will also send user surveys, requests for user feedback regarding user experience and Website operations or marketing offers from us or from us on behalf of our marketing partners. The completion of these surveys or requests for feedback or

acceptance of any offer is strictly voluntary. If you do not wish to be sent emails regarding surveys and feedback, you can opt-out at any time by sending an email to **support@flex.storage** stating your request.

### Sharing Information

We may share your Personal Information with third parties that provide services to us, including outside contractors or agents who help us manage our activities, such as fulfilling orders, billing and collection, assisting with marketing and promotions, credit card processing, transportation services, helping improve our product and service offerings, providing technical services for our Website, for data analytics, for financing our business and/or equipment, and other purposes related to our Services. Such third parties may only use your Personal Information for the purpose for which we disclose it to them and not for any other purpose. Similarly, we may engage third parties to help us carry out certain internal functions such as account processing, client services or other data collection relevant to our business. Use of any Personal Information shared with such third parties will be limited to the performance of the task we request from such third parties and not for any other purpose. We may also provide your Personal Information to carefully selected service providers to market their products or services to you if we believe that their respective products or services may be of interest to you (e.g., packing and loading services). If you do not wish to share your personal information with third parties for promotional services, you can opt-out at any time by sending an email to **support@flex.storage** stating your request.

At times, we may disclose information about you to a third party who may also use the information for their own purposes. For instance, we may share your information with a vendor who is assisting us with providing or promoting a product or service to you, or with a social media or online advertising technology company to serve tailored commercial information to you.

We may make certain information related to you publicly available in a generic manner, including but not limited to your interactions and activities on the Website, your user profile, your past activities, projects or proposals, publicly available on or through the Website. Any such publicly available information will be accessible by other Users only in generic fashion, including as part of the “statistics” page of the Website or in other summaries of aggregate investment data.

Any personally identifiable information you publicly post to the Website can be read, collected, or used by other users of the Website, and could be used to send you unsolicited messages. We are not responsible for any personally identifiable information you choose to post on the Website or for any ramifications arising out of your posting of such information.

Flex reserves the right to disclose your personally identifiable information when we believe, in our sole discretion, that such disclosure is necessary or appropriate to protect our rights or to comply with a judicial proceeding, subpoena, court order or other legal

process. We further reserve the right to disclose any of your personal information that we believe, in our sole discretion, appropriate or necessary to take precautions against liability, to investigate and defend against any third party claims or allegations, to assist government enforcement agencies, to detect, prevent, or otherwise address fraud, security or technical issues associated with the Website, other platforms, or the Services, or to protect the rights, property or personal safety of Flex, its users, issuers, or others, and/or in connection with an investigation of suspected or actual unlawful activity..

Furthermore, in the event of a corporate sale, merger, reorganization, dissolution or similar event, Personal Information may be part of the transferred assets and you will be notified via email and/or a prominent notice on our Website of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

#### Web-Related Information Collection

We may make use of a standard feature found in browser software, called a “cookie”, to assign each visitor a unique, random number. Cookies allow us to track the pages on this site visited by Users and to collect other statistical information. Using cookies helps us to deliver a more personalized service to our Users and to improve our services. We may further use cookies to monitor potential fraud and abuse of the accounts or use which is not in accordance with the Terms of Use. You may refuse to accept cookies by activating the appropriate setting on your browser. If you want to opt-out of receiving some advertising cookies, please visit <http://www.optout.aboutads.info>. However, if you choose to reject cookies or delete them, it may limit some of the functionalities available or affect your experience with the services.

Through your usage of the Website, we collect information about your computer or mobile device and your visits to the Website, including but not limited to your IP address, geographical location, language preference, browser type, referral source, length of visit, page views through the use of log files, and any other web site usage information that we may collect when you visit the Site. We aggregate this non-identifying information and pool it with other information relating to other visitors to the Website, to improve the administration of the Website and optimize its usability, and to evaluate the success of particular marketing and advertising campaigns, search engine optimization strategies and other marketing activities.

In addition, we use third-party tracking services (such as Google Analytics) that use cookies to track non-personally identifiable information about visitors to our site in the aggregate (e.g., page views, frequency of access) to track the overall site performance. We further use respective web beacons to gather information to allow us to tune and

improve our users' experience with the Website, as well as track user responsiveness to various advertising campaigns and promotional activities. As with cookies, the information these beacons collect is aggregated, anonymous "click stream" and transactional data, and is not associated with any users as individuals. You may opt out of Google's use of cookies by visiting Google's Ads Settings. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly. Certain advertisers (including Google) may be members of NAI and/or the Digital Advertising Alliance. You may opt out from advertiser's services here: <https://optout.networkadvertising.org> or at the following link: <https://www.aboutads.info/choices>; and [www.visualiq.com/privacy](http://www.visualiq.com/privacy).

We treat all collected Web-Related Information as non-personal, unless required by applicable law to do otherwise. Additionally, any unsolicited information that you provide to us shall be deemed to be non-confidential, and we shall be free to reproduce, use, disclose and distribute such unsolicited information to others without limitation or attribution.

### Links to Other Websites

This Privacy Policy will not apply to your activity on the other websites you visit, including any third party websites which are linked to this Website. We do not control the privacy policies or the privacy practices of any third parties. By providing links to these websites, we do not approve, warrant or endorse, or otherwise make any representation about them, their owners or operators, or the goods or services that they offer and/or sell, and we do not assume any responsibility or liability relating to any of the foregoing. You should exercise your own judgment in evaluating and using these websites. When you link to these websites, you become subject to their terms and conditions of use and privacy policies. You understand, acknowledge and agree that all access to and use of any such third party website by you shall be at your own risk.

### Information from Outside Parties

Examples of information we may receive from other sources include account information; purchase or redemption information; page-view information from some merchants with which we operate co-branded businesses; and information from search results and links, including paid listings (such as Sponsored Links from Google). Content and information that you submit through Facebook, Twitter, Pinterest, Instagram or other online platforms may appear on our Website or other platforms. We are not responsible for the dissemination of content or information from, or the privacy practices of, any such platform.

### International Users

The Website may be accessed by users located outside the United States, where legally permitted. If you choose to use the Website from outside the United States where the laws governing data collection and use may differ from U.S. law, please note that you are

transferring your personal information outside of those regions to the United States for storage and processing, and that by providing your personal information on or through the Website that you hereby consent to such transfer.

### Children's Privacy

Flex is in compliance with the requirements of COPPA (Children's Online Privacy Protection Act). The Website and Mobile Applications are designed for a general audience and are not directed to children under the age of 13. We do not knowingly collect or solicit personal information from children under the age of 13 through the Website and Mobile Applications. If we become aware that we have collected personal information from a child under the age of 13, we will promptly delete the information from our records. If you believe that a child under the age of 13 may have provided us with personal information, please contact us as specified in the How To Contact Us section of this Privacy Policy.

### Security Policy

Before entering certain portions of the site, Users may be required to authenticate their identity. When a User enters sensitive information on the Website, we encrypt that information using encryption techniques such as secure socket layer technology (SSL). To learn more about SSL, follow this link: [http://en.wikipedia.org/wiki/Secure Sockets Layer](http://en.wikipedia.org/wiki/Secure_Sockets_Layer). Unfortunately, no transmission of data over the Internet or by other means, and no system for storage of data, is guaranteed to be completely secure. It may be possible for hackers or other third parties not under the control of Flex to intercept or access private communications unlawfully. While we strive to protect your personal information, Flex cannot ensure or warrant the security of any information you transmit or otherwise provide to us. Any transmission or other provision of information is done at your own risk.

In the event that the Website undergoes a security systems breach, we may attempt to notify you electronically through the contact information you provide so that you can take appropriate steps to protect yourself from future harm. Additionally, we may also post a notice on or through the Website in such an event. Depending on where you live, you may have a legal right to receive notice of a security breach in writing.

While it is difficult to guarantee that your personal information is secure, there are steps to take which can minimize such risk. For instance, passwords containing uppercase and lowercase letters, as well as numbers and symbols are viewed as harder to be "hacked". Similarly, the risk to your computer from external attacks by malicious users can be reduced through usage of an active firewall. As a further means of protection, please logout anytime you are finished with a session.

You should also be aware of fraudulent attempts to gain access to your account information, such as "phishing." Phishing refers to an email that attempts to fraudulently acquire personal information from you, such as your username, password and/or financial

information. These emails appear to be from legitimate companies or individuals, but are not. Flex will never send you an email asking for your password or login information. In general, you can protect yourself against phishing by providing personal or login information only on the Website from which the email is purportedly sent.

Information we collect and use may be transferred, stored and accessed from various locations to support our operations. We retain information for as long as it is needed or useful to provide and improve our products and services, comply with our legal obligations, resolve disputes and enforce our agreements.

#### Do-Not-Track Signals.

Some web browsers may transmit "do-not-track" signals to websites with which the browser communicates. Currently, there is no standard that governs what, if anything, websites should do when they receive these signals. Flex currently does not take action in response to these signals.

#### Providing Online Support.

We may provide online customer service chat sessions to assist you while you are navigating through our Website. We will use and maintain any personal information you provide via these sessions in accordance with this privacy policy. We and our third party service provider of the online customer chat feature may maintain dialogue transcripts of the online chats with us for staff training, for quality assurance purposes or for other purposes as described herein.

#### Accessing and Correcting Your Personal Information.

You may request access to information on record with Flex at any time which has been collected about you. We permit and encourage you to request that any inaccuracies in your Personal Information be corrected or that such Personal Information be removed from our databases. To make any request described above, send an e-mail or write to:

Flex Storage Inc.  
78 SW 7th St  
Miami, FL 33130  
[support@flex.storage.com](mailto:support@flex.storage.com)

When contacting us, please be sure to provide us with your exact e-mail address, name, address and/or telephone number(s) in order to be sure we handle your request correctly. We may require you to verify your identify before allowing you to access your Personal Information. We will use reasonable efforts to comply with your request; however, in some cases, we may not be able to allow you to access certain Personal Information in certain circumstances (e.g., if it contains personal information of other persons, or for legal reasons).



## Contact

If you have any questions regarding this Privacy Policy, or otherwise wish to contact Flex, please contact us at [support@flex.storage](mailto:support@flex.storage).