RIMCO LLC
PRIVACY POLICY

This Privacy Policy ("Policy" or "Notice") describes the types of information RIMCO LLC ("RIMCO") may collect from you or that you may provide to us when you access and use https://rimcocat.com/ and/or https://parts.cat.com/rimco/ (jointly, the "Site"), and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Policy is aligned with RIMCO's internal practices and does not in any way clash with any other policies adopted and prepared by RIMCO.

The words "we", "us", or "our" are used interchangeably throughout this Policy to refer to RIMCO.

The terms "you" and "user" are used interchangeably throughout this Policy to refer to any individual, whether a registered or non-registered user, that uses and/or visits the Site.

PURPOSE

This Privacy Policy ("Policy" or "Notice") describes the types of information RIMCO LLC ("RIMCO") may collect from you or that you may provide to us when you access and use https://rimcocat.com/ and/or https://parts.cat.com/rimco/ (jointly, the "Site"), and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Policy is aligned with RIMCO's internal practices and does not in any way clash with any other policies adopted and prepared by RIMCO.

The words "we", "us", or "our" are used interchangeably throughout this Policy to refer to RIMCO.

The terms "you" and "user" are used interchangeably throughout this Policy to refer to any individual, whether a registered or non-registered user, that uses and/or visits the Site.

EFFECTIVE DATE AND CHANGES TO BE NOTIFIED

This Policy is in effect as of September 01, 2023. We may, from time to time, make changes to this Policy. If this Policy were to be modified either partially or in its entirety, all users of the Site will be able to access the new Policy upon accessing the Site. By visiting the Site, you are accepting the practices described in the current version of this Policy. If you do not agree to the terms of this Policy, do not use the Site.

TYPE OF INFORMATION COLLECTED

We collect Personally Identifiable Information ("PII"), defined as any information relating to an identified or identifiable person, through the Site. This includes first and last name(s), mailing address, physical address, email address, credit or debit card numbers and telephone numbers. We also collect information regarding the users' employers, including the name, address, and telephone numbers of the said companies. We also collect anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, and interests. There is also information about your computer hardware and software that is automatically collected by us. This information can include: your IP address, device type, browser type, operating system, geolocation, domain names, access times and referring website addresses.

WHEN DO WE COLLECT THE INFORMATION

We collect PII when you register with the Site, purchase products, submit a question or comment or otherwise provide feedback, respond to surveys, or search on the Site.

As you navigate through and interact with our Site, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions and patterns, including:

- Details of your visits to the Site, including, but not limited to, traffic data, geolocation data, logs and other communication data and the resources that you access and use on the Site.
- Information about your computer and internet connection, including your IP address, operating system, browser type, clickstream patters, the URL of the most recent website you visited before coming to our Site, the amount of time you spent on our Site and the pages you viewed while on our Site.
- We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services.
- The information we collect automatically is statistical data and may include PII, but we may maintain it or associate it with PII we collect in other ways or receive from third parties. It helps us to improve our services, including, but not limited to, by enabling us to:
    - Estimate our visitor size and usage patterns.
    - Store information about your preferences, allowing us to customize and improve the Site.
    - Speed up your searches.
    - Recognize you when you return to our Site.

The technologies we use for this automatic data collection may include:

- Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer or mobile device. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of the Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to the Site.
- Flash Cookies. Certain features of the Site may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on the Site. Flash cookies are not managed by the same browser settings as are used for browser cookies.
- Web Beacons. Pages of the Site may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

When you use or visit the Site, we may place one or more cookies in your browser. These are required to enable to hold session information as you navigate from page to page within the Site. In addition, we use cookies through the Site to understand visitor and user preferences, as you navigate through and interact with our Site, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions and patterns, including:

- Details of your visits to the Site, including, but not limited to, traffic data, geolocation data, logs and other communication data and the resources that you access and use on the Site.
- Information about your computer and internet connection, including your IP address, operating system, browser type, clickstream patters, the URL of the most recent website you visited before coming to our Site, the amount of time you spent on our Site and the pages you viewed while on our Site.
- We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services.
- The information we collect automatically is statistical data and may include PII, but we may maintain it or associate it with PII we collect in other ways or receive from third parties. It helps us to improve our services, including, but not limited to, by enabling us to:
    - Estimate our visitor size and usage patterns.
    - Store information about your preferences, allowing us to customize and improve the Site.
    - Speed up your searches.
    - Recognize you when you return to our Site.

The technologies we use for this automatic data collection may include:

- Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer or mobile device. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of the Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to the Site.
- Flash Cookies. Certain features of the Site may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on the Site. Flash cookies are not managed by the same browser settings as are used for browser cookies.
- Web Beacons. Pages of the Site may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

When you use or visit the Site, we may place one or more cookies in your browser. These are required to enable to hold session information as you navigate from page to page within the Site. In addition, we use cookies through the Site to understand visitor and user preferences, improve their experience, and track and analyze usage, navigational and other statistical information.

Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features of our Site.

PURPOSE FOR COLLECTING THE INFORMATION AND WHO WE SHARE IT WITH

We collect data from you only when you voluntarily provide it to us or when you interact with us. RIMCO does not sell, rent, or lease its customer lists to third parties. We use data voluntarily submitted by you in order to provide our services; to sell our products; to provide and improve our own web content, including to provide emails, newsletters, and other information; to respond to visitors' interests, needs and preferences; to develop new products and services; to fulfill your requests; to contact you, including regarding changes to our Site, policies, terms or any products or services we offer or provide; to provide customer support or arrange deliveries; to comply with applicable law(s) (for example, to comply with a search warrant, subpoena or court order); and for other purposes disclosed at the time personal data is collected.

We may disclose your information to third parties who perform services on our behalf, including providing or improving the Site, processing customer orders, and improve or market our products and services. We may disclose your personal data to:

- Hosting providers for the secure storage and transmission of your data.
- Database software providers for the management and tracking of your data.
- Technology providers who assist in the development and management of our software or our website.
- Fulfillment and postal vendors for the fulfillment of our products and services.
- Survey and research providers who perform studies on our behalf.
- Advertising partners, including social media providers, for the delivery of targeted advertisements.
- Business partners and Caterpillar, Inc., for processing customer orders and improving or market our products and services. Caterpillar, Inc. may disclose your information to its affiliates and sub processors that may subprocess on Caterpillar's behalf, including data analytics firms, data cleansing consultants, validation and enrichment consultants, marketing or advertising agencies, customer engagement consulting firms, cloud storage providers, and data backup providers. Caterpillar's Global Data Privacy Statement is available at https://www.caterpillar.com/dataprivacy.

We link to third party solutions that enable third-party companies to collect certain information when you visit this Site. These companies use non-personally identifiable information (e.g., click stream information, browser type, time and date, subject of advertisements clicked or scrolled over, hardware/software information, cookie and session ID) and information that may allow for identifying you (e.g., static IP address) during your visits to this Site and other websites in order to provide advertisements for products likely to be of greater interest to you or advertising-related services, such as ad delivery, reporting, attribution, analytics, and market research. These third parties typically use a cookie, pixel tag, web beacon or other similar tracking technologies to collect this information. For example, while visiting our Site, these third parties may place or recognize a unique cookie on your browser to collect certain information about you and your interest in our products and could be used to show you ads on other websites based on your interests. This information may also be used to relate devices which belong to the same user (based on user behavior or other information collected) or re-identified to an individual user (e.g., an email address) or used to personalize experiences and deliver content (including advertising) tailored to your interests. Three of these third parties are described below:

- Facebook collects user information (including PII) from this Site as well as Facebook, Instagram, Messenger and other products and features offered by Facebook apps and other technologies like tags, pixels, or unique tracking codes ("Facebook User Data"). Facebook uses Facebook User Data for the purposes of delivering Facebook Ads including, where applicable, retargeting and conversions. Facebook uses Facebook User Data for its

own purposes, including to improve its services. To learn more about how Facebooks collects, uses and processes information and how you can manage or delete information about you please see its Data Policy at https://www.facebook.com/about/privacy.

- Google Analytics is a third-party analytics service. We use Google Analytics to collect information about the use of this Site. Google Analytics collects information on visitor behavior on this Site such as how often users visit this Site, what pages they view when they do so, and what other websites they used prior to coming to this Site. We use the information we get from Google Analytics to analyze user behavior, improve Site performance, personalize the user experience, and analyze the effectiveness of our marketing campaigns. Google Analytics collects only the IP address assigned to you on the date you visit this site, rather than your name or other identifying information. Google Analytics anonymizes the IP address before it is stored. We do not receive the non-anonymized IP address. We may combine the Google Analytics data with first and third-party data information which may include PII. Although Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this site, the cookie cannot be used by anyone but Google. To learn more about how Google collects and uses data, visit https://policies.google.com/privacy/partners. For opt-out options specific to Google Analytics, please visit https://tools.google.com/dlpage/gaoptout.

- Bing Ads collects user information (including personally identifiable information) from this Site as well as Microsoft online properties, apps and other technologies like tags, pixels, or unique tracking codes ("Bing Ads User Data"). Microsoft uses Bing Ads User Data for the purposes of delivering Bing Ads including, where applicable, retargeting and conversions. Microsoft uses Bing Ads User Data for its own purposes, including to improve its services. To learn more about how Microsoft collects, uses and processes personally identifiable information, including information on how to control the use of your data for interest-based advertising from Microsoft, please see its Privacy Statements at https://privacy.microsoft.com/en-us/privacystatement.

We may disclose your personal data to enforce our policies, to comply with our legal obligations or in the interests of security, public interest, or law enforcement. For example, we may share or disclose your PII if the following circumstances were to arise:

- A governmental, law enforcement or national security agency requests the information pursuant to a statutory requirement or court order.
- You consent and allow for your information to be disclosed to a specific third-party, individual or entity.
- An emergency situation were to arise wherein property or life were at risk.

DO NOT TRACK SIGNALS

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this Policy.

HYPERLINKING

The Site may contain links to other websites. This Notice applies only to the Site, so if you click on a link to another website, you should read their privacy policy. While we may have official social media pages, curated, and administered by RIMCO, the applicable privacy policy is that of the social media entity. Once the user leaves the Site, RIMCO is no longer responsible for the user's PII.

SECURITY MEASURES

RIMCO secures your personal information from unauthorized access, use or disclosure. RIMCO secures the PII you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected with encryption.

RIMCO maintains PII for as long as need be to fulfill the purpose for which the information was collected, and assure compliance with any legal, accounting or reporting requirements. However, there may be instances in which, depending on the purpose for which the information was collected, information storage duration may be specified.

In addition to RIMCO employees, Caterpillar Inc, RIMCO subcontractors and business partners (*e.g.*, Puerto Rico Computer W@W) may have access to the user's personal information to the extent necessary to send out marketing materials that the user has voluntarily signed up for and/or provide the products and services offered in the Site. The number of RIMCO employees, business partners and subcontractors are limited and adheres to confidentiality and security protocols established by RIMCO to safeguard all personal information. These confidentiality and security protocols fall within the scope of federal and Puerto Rico law.

YOUR CHOICES REGARDING YOUR INFORMATION

You may *Opt-out* from receiving RIMCO related communications and marketing materials at any time. In order to *Opt-out,* you must send us an email stating your request to Costumer Service at: digitalsupport@rimcocat.com or write to us at: PO BOX 362529, San Juan, PR 00936-2529. Additionally, if we have sent you a promotional email, you may follow the "unsubscribe" instructions provided in the email you received. Please note, this *opt-out* only applies to our use and sharing of your personal information for marketing purposes; we may still use and share personal information for non-marketing purposes, such as sending you service-related communications, including notices of any updates to our Terms of Use and this Notice.

You may request access or changes to your personal information in your account by emailing us at digitalsupport@rimcocat.com or writing to us at PO BOX 362529, San Juan, PR 00936-2529. Also, you may request deletion of certain personal information maintained by us, and we will use commercially reasonable efforts to honor your request, but please note that we may be legally or otherwise required to keep such information and not delete it (or to keep this information for a certain time, in which case we will comply with your deletion request only after we have fulfilled such requirements). Deletion requests may be made by emailing us at digitalsupport@rimcocat.com. When we delete information, it will be deleted from the active database, but may remain in our archives. We may also retain your information to prevent fraud or other unlawful activity or for similar purposes.

APPLICABLE LAWS

The Site complies with applicable federal law and Puerto Rico law. The Site is hosted in the Commonwealth of Puerto Rico and is intended for and directed to users located in the Commonwealth of Puerto Rico and for promoting products, services, and business operations within the Commonwealth of Puerto Rico. If you are a user accessing the Site from outside of Puerto Rico, including the European Union, Asia, or any other region with laws or regulations governing personal data collection, use, and disclosure that differ from United States and Puerto Rico laws, please be advised that through your continued use of the Site, which is governed by applicable federal law and Puerto Rico law, this Notice and our Terms and Conditions you are transferring your personal information outside of the country or jurisdiction where you are located to the United States and you consent to that transfer. The Site is not intended to subject us to the laws or jurisdiction of any state, country, or territory other than those of the United States and the Commonwealth of Puerto Rico. If you do not reside in the Commonwealth of Puerto Rico and you do not want your information transferred to, processed, or maintained outside of the country or jurisdiction where you are located, you should not use the Site.

The Site is not intended to be used by minors under the age of 13. In accordance with the Children Online Privacy Protection Act of 1998, 15 U.S.C. §§ 6501-6506 ("COPPA"), RIMCO hereby reiterates that it does not knowingly or consciously maintain, collect, request, or disclose PII, or any other information related to children under the age of 13.

SEVERABILITY

If any of the dispositions contained in this Policy were to be declared null and void, only those dispositions will be eliminated while the rest of the Policy will remain in effect.

CORRECTIONS AND CONTACT INFORMATION

We welcome your questions, comments, and concerns about privacy. If any doubts or concerns were to arise regarding this Policy, if you believe that any of the PII that you have provided to us contain any errors, or you simply wish to request access or changes to the information provided, please do not hesitate to contact Belkin Nieves González, Esq., during the regular business hours of 8:00 a.m. to 5:00 p.m. Monday through Friday except for holidays observed in Puerto Rico, at digitalsupport@rimcocat.com, (787)792-4300 or 312 John F. Kennedy Ave. Km 3.7 San Juan, PR 00920.

Effective Date: September 01, 2023