

## **PRIVACY POLICY**

HUBBLE® cares a whole lot about your eyes and thanks you for coming to hubblecontacts.com (the “Website”) for your contact lenses; we hope you enjoy your HUBBLE® contacts and return many times. Your privacy is also very important to us and we want you to be just as happy with the ways we use your information as you are with your HUBBLE® contacts. This Privacy Policy will tell you everything you need to know about how we use and secure that information and the opportunities you have to direct that use. But we want to assure you right from the start—we treat your information exactly how we would want someone to treat ours—we do not sell it to third parties, we do our very best to keep it secure, and we will only contact you with information we really think you want but if we are wrong you always have the right to tell us to stop (we will be sad to see you go). Please note: this Privacy Policy applies only to the Website, and does not apply to other websites that are operated by Hubble and its affiliated companies.

### **WHAT INFORMATION DOES HUBBLE COLLECT?**

When you place an order with us you will provide the customary information needed to properly confirm, verify and fill that order—your name, mailing address, telephone number, email address, credit card information, contact lens prescription, and the name of your medical professional (“Personal Information”).

To be perfectly transparent (that is not awful contact lens humor but rather an indication that the whole point of this Policy is to inform you), you will not actually provide your Personal Information to us but rather to Shopify whose ecommerce software is integrated into the Website. So, the use and storage of that Information is governed by Shopify’s applicable terms of service and privacy policy. While we think Shopify is topnotch, you may want to review their documents if you have any concerns. Similarly, we use a third-party payment processor and subscription manager. If you want any information about them (or any other third-party service providers) just email us as provided below.

Information about your computer hardware and software may be automatically collected by HUBBLE. This information may include: your IP address, browser type, access times and referring website addresses. We use this information to optimize your experience with HUBBLE and the Website and to provide general statistics regarding use of the Website. We also use “cookies” on the Website. A cookie is a piece of data that is automatically stored on your hard drive to help us streamline your access to the Website and identify repeat visitors. Cookies can also enable us to track and target your interests to enhance your Website experience. A cookie does not identify you personally, but it does identify your computer.

### **HOW DOES HUBBLE USE THAT INFORMATION?**

Let’s start by saying HUBBLE does not sell, rent or lease our Customer lists to third parties. It’s just that simple, no exceptions.

HUBBLE does use your Personal Information to fill any orders you place. We also use it to send you confirmation of your order and/or contact you if we have any questions regarding the order.

If you place an order for HUBBLE contacts, we are required by law to verify or obtain a copy of your

prescription from the medical professional who you designate. It's all part of being sure you will be totally happy with your contacts.

HUBBLE may share data with trusted partners to help perform statistical analysis or perform services in connection with the operation of the Website such as payment processing and authorization, sending you email or postal mail, or arranging for deliveries of your contacts (we mentioned these folks already). All such third parties are prohibited from using your personal information except to provide these services to you and HUBBLE. They are required to maintain the confidentiality of your information using the same stringent standards that we use but if you want additional information about them and their specific terms of use and privacy policies please email us as specified below. We may also disclose your Personal Information in connection with a corporate restructuring, sale or assignment of assets or merger or at the request of government regulators or as otherwise required by law. That's a bit of a mouthful but we think it's important to be thorough.

### **HOW DOES HUBBLE SECURE MY INFORMATION?**

HUBBLE (and the third party service providers that help us with the processing of your order) employ industry-standard data collection, storage and processing practices and security measures to strive to protect against any unauthorized access to or disclosure of your Personal Information stored either on the Website or by a third-party service provider. We do so by using secure sockets layer (SSL) technology to provide you with a safe, secure shopping experience. SSL technology encrypts Personal Information, including passwords and credit card numbers, during your online transactions. Use of tokens in place of your credit card information adds an important extra measure of security. If the URL in your browser starts with https:// instead of http:// you can breathe easy knowing you are on a secure site/page.

Unfortunately, no method of security or combination of methods is foolproof, but we will always strive to do our best and to work with third party service providers that strive to do the same. That is our promise to you.

### **CHILDREN'S PRIVACY**

The Website is not directed at children. HUBBLE does not solicit or knowingly collect Personal Information from children under the age of 13 without the verifiable permission of a parent or guardian. If we learn that a child under the age of 13 has provided Personal Information without the consent of a parent or guardian, we will take all reasonable steps to delete that information from our databases (or advise any third-party service provider to do so). Should you become aware that we have collected Personal Information from a child under the age of 13 without the requisite permission, you may contact us as provided below.

### **OPT-OUT AND UNSUBSCRIBE**

While we will work hard to only send you information that we truly think you will be interested in, should you wish to opt-out of receiving any or all communications from us you may do so in the following ways:

Email: [help@hubblecontacts.com](mailto:help@hubblecontacts.com)

Phone: 1 (844) 334-1640.

If you do place an order with HUBBLE we will still need to communicate with you regarding that order—we will send an email to confirm your first order (that wonderful free box) and to let you know when your first fabulous HUBBLE contacts have shipped.

### **CHANGES TO OUR PRIVACY POLICY**

We have to keep up with the times and HUBBLE must reserve the right to amend this privacy policy at any time. Any amendment will be made by posting a notice on the Site or by sending you notice through the Services, via e-mail or by another appropriate means of electronic communication. Your continued use of the Website after such a posting or sending of notice means you have accepted those changes and use of Personal Information is governed by the Policy in effect at the time the Information is collected.

### **ANY QUESTIONS?**

We hope we have told you everything you need to know to feel as happy about our handling of your Personal Information as you feel about your HUBBLE® contacts. But if you have any questions or need any further information, please contact us at: [help@hubblecontacts.com](mailto:help@hubblecontacts.com).

**Privacy Policy last updated on February 6, 2019.**