



Real Foodservice Rewards™ Operator Rewards Program

PRIVACY POLICY

(Please Review Before Using www.RealFoodserviceRewards.com)

Introduction

www.RealFoodserviceRewards.com is owned and operated by RealTime Solutions ("Sponsor"). www.RealFoodserviceRewards.com is a website that foodservice operators ("Operators") can visit to participate in Real Foodservice Rewards™ ("Program"), a foodservice loyalty/continuity program in which they can earn points by purchasing qualifying items from participating Member Manufacturers and redeem for rewards. While the Sponsor encourages the interactive nature of online media, it strives to educate Operators about how to appropriately safeguard their privacy while on the Web. By using this website, you agree to the terms for limited use of personal and non-personal information provided as mentioned in the most recent version of this Privacy Policy. Except as written in any other disclaimers, policies, terms of use or notices on this website, this Privacy Policy is a complete agreement between users and the Sponsor with respect to the use of this website.

What Information Is Collected?

Real Foodservice Rewards™ collects and uses personal and non-personal information differently. Anyone can visit the website without disclosing any personal information about themselves. However, if a user wants to participate in the loyalty program, they must share certain personal information about themselves with the Sponsor. The personal information Real Foodservice Rewards™ collects may include, but is not limited to, operation name, contact first and last name, operation street address, e-mail address, telephone number (e.g., business, mobile and/or fax), distributor information and segment detail. The non-personal information Real Foodservice Rewards™ may collect and use includes: the type of web browser you use (ex: Safari, Chrome, etc.), the internet address of the website from which you visited our website, the date and time you access our website, which pages you access our website and duration of its use.

How is Information Used?

Real Foodservice Rewards™ may use personal information to contact Operators via digital or print communications regarding special program promotional offers including communications sent on behalf of one or more participating Member Manufacturers. Additionally, Real Foodservice

Real Foodservice Rewards™ Privacy Policy

Reviewed 3/12/2024

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Page 1 of 4

Rewards™ may use this information to contact Operators regarding any issues that may arise in the use of the website or participation in the program. The Operator's e-mail address may be used to conduct the Program or offer other online activities (e.g. newsletters and surveys). If an Operator redeems Real Foodservice Rewards™ Points for merchandise, the Operator may receive communications with information about the transaction (such as order or shipment confirmation). Real Foodservice Rewards™ does not condition user participation in any of its online activities on the disclosure of more information than is reasonably necessary to participate in the activity. Real Foodservice Rewards™ may also collect other personal information that will be identified on the applicable page(s) of the site. Personal information collected by Real Foodservice Rewards™ is securely maintained and used only for conducting the Program. Real Foodservice Rewards™ collects and analyzes aggregate level data derived from the program that does not include personally identifiable information of any user. Because non-personal information cannot identify you personally, Real Foodservice Rewards™ may aggregate this non-personal information to help make this website more useful to users or for other legal business purposes.

Does Real Foodservice Rewards™ Ever Communicate with Visitors of the Website?

Real Foodservice Rewards™ may contact users periodically by e-mail and other digital media, mail, or telephone to provide information about the program, products, services, and other content that may be of interest. In addition, some of the features on this website allow users to communicate with Real Foodservice Rewards™ using online forms, online chat messages or e-mail. If your communication requests a response, Real Foodservice Rewards™ may send a response via e-mail or telephone. We may ask to confirm operation name, contact first and last name, operation street address, e-mail address, telephone number (e.g., home, work, mobile and/or fax), distributor information and segment detail. Your information will be used solely for responding to messages and/or requests. We cannot guarantee that our e-mails to you will be secure from unauthorized interception.

Does Real Foodservice Rewards™ Ever Share Personal Information with Third Parties?

Real Foodservice Rewards™ currently does not disclose to third parties personally identifiable information that Operators provide, except from time to time, Real Foodservice Rewards™ may transfer, disclose, or share such information with third-party Member Manufacturers with the express permission from the Operator due to interest in particular products, services, etc. Use of personal information by third parties in conjunction with the operation and management of the program is restricted to necessary functions of the program and is limited to the least amount of information necessary for that third party to perform its function. As an example, your name and address may need to be shared with a third-party shipping company for the fulfillment of a point redemption transaction. Real Foodservice Rewards™ does not sell or rent your personal information to any third parties.

Real Foodservice Rewards™ may also disclose personally identifiable information to third parties in order to comply with law or requests by law enforcement agencies, to enforce the Terms and Conditions or to protect the rights, property or safety of this website, its users and others.

The Real Foodservice Rewards™ website contains links to third party websites. Real Foodservice Rewards™ is not responsible for the policies, content, and practices of other companies. When linking to another site, an Operator should read the privacy policy stated on that site. This privacy policy ONLY governs information collected on www.RealFoodserviceRewards.com.

Cookies and Login Data

Cookies are information files that your web browser places on the hard drive of your computer when you visit a website. Cookies cannot damage user files, nor can they read information from a user's hard drive. Cookies allow websites to "remember" users' activities on a website, as well as users' visits to a site.

At www.RealFoodserviceRewards.com, cookies are used to determine the number of unique visitors to its website over a given period and to remember Operator screen names so that the need for multiple log-ins is eliminated. Real Foodservice Rewards™ does not store any personal information into cookies nor does it link or combine information collected through cookies to any personal information that Operators submit online when participating in website activities. You can, of course, disable cookies (or require a warning prompt) on your computer by indicating this in the preferences or options menus in your browser.

When a user logs onto the Internet, their device is assigned an IP (Internet Protocol) address by an ISP (Internet Service Provider). Websites can determine from what IP address a user is entering the site. Real Foodservice Rewards™ uses the IP address to help diagnose problems with our server and for security. IP addresses may also be used to count unique visitors to the website. For example, login data collected on web servers within the control of www.RealFoodserviceRewards.com supplies Real Foodservice Rewards™ to aggregate information about the number of visits to different pages on the website. www.RealFoodserviceRewards.com uses such aggregate information to improve access to its content based on Operators' browsers and operating system types in order to make its content available to as many Operators as possible. Real Foodservice Rewards™ does not link the login data collected to the personal information that Operators submit online when they participate in its activities.

Your Data Security

Real Foodservice Rewards™ takes reasonable precautions to protect data transmissions and your information under its control. Please note, however, that Real Foodservice Rewards™ cannot guarantee the security of your information. Electronic data transmission can never be guaranteed to be secure or error-free, as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. www.RealFoodserviceRewards.com therefore does not accept liability for any errors or omissions in the contents of data, which arise because of

Real Foodservice Rewards™ Privacy Policy

Reviewed 3/12/2024

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Page 3 of 4

electronic transmission. All personal and account activity information collected and used by Real Foodservice Rewards™ is protected via username and password and is not accessible by the public. Unauthorized entry or use, hardware or software failure, and other factors may compromise the security of your information at any time.

Changes to Real Foodservice Rewards™ Privacy Policy

Real Foodservice Rewards™ may update this policy on occasion. To ensure that users are aware of current privacy practices, Real Foodservice Rewards™ recommends users to check this site periodically. Real Foodservice Rewards™ will notify Operators about significant changes in the way we treat personal information by sending a notice to the primary e-mail address specified in their account and/or by placing a prominent notice on www.RealFoodserviceRewards.com.

Questions/Concerns?

If you have any questions, comments, or concerns regarding the Real Foodservice Rewards™ privacy policy and/or practices, please contact us: Support@RealFoodserviceRewards.com or 1-(877) 212-4277.

The www.RealFoodserviceRewards.com website is intended for domestic viewers and is consequently directed toward residents of The United States.