

Alber Apps Privacy Statement

Effective Date: June 15, 2020

This Privacy Statement (“Statement”) contains an overview of key terms governing your use of the SMOOV Application (the “App”) that Alber GmbH or its affiliated companies make available to you. The App is designed to let you view and disclose information collected from and about you and your SMOOV power add-on device (“Product”). Your use of the App indicates your agreement with this Privacy Statement as well as the End User License Agreement (“EULA”). If you do not agree to this Privacy Statement and the EULA, do not use the App.

Types of Information Collected. The information below is collected when you use the App .

1. Information you provide to us:

Contact and Login Information. While you are using the App you may choose to provide your email address, mailing address, phone number, and other contact information.

Communications. If you contact us using the App, we may receive the information that you provide, such as your name, email address, phone number, postal address, information about the type of wheelchair you use, the contents of a message or attachments, and other information you choose to provide.

Country. When you first download the App, you will be asked to provide the country in which you reside so that we can display this Statement in the appropriate language.

2. Information we automatically collect when you download and use the App

Automatically Collected Information from your Product. After you download the App and connect your Product to the App (via Bluetooth connection), the App will gather certain information about your Product and how you use it, such as the serial number, components of the Product, firmware versions, speed, battery, range, error codes, trip information, and geo location for navigation purposes.

Information about your use of the App and your Device. The App collects data about the device you use to download and use the App, such as a mobile phone or tablet (your “Device”). Examples of such data include: the operating system version, phone carrier and manufacturer, application installations, Device identifiers, mobile advertising identifiers, push notification tokens, and how you use the App (such as how often you use the App and what features of the App you access the most). Such information is stored on the Device in the App.

3. Information We Collect from Third Parties

If you obtain your Product from a third party (such as a Product provider), we may collect any information you provide to that third party (including your email address).

4. Other

We may separately collect information (either directly from you or from third parties) for reasons unrelated to your use of the App. For example, we may obtain your name and address from you or a third party for purposes of providing warranties for your Product.

How the Information is Used. We may use the information we collect as follows:

Provision of Product-related services and other business operations. We use the collected information to help you register to use the App, to provide the App to you, and as reasonably necessary for our business operations. Examples of such operations include:

- processing, servicing or enforcing transactions you request;
- providing or offering products, content, content suggestions, services, and support;
- analyzing and improving our products, services, or websites (including developing new products and services, improving safety, managing our communications, analyzing our products, performing market research, performing data analytics, and performing accounting, auditing and other internal functions);
- providing you with product, service, or company updates;
- marketing and advertising our products or services as well as products and services of third parties (such as affiliates, subsidiaries, and business partners);
- responding to your inquiries or comments, or contacting you as necessary;
- maintaining the security and integrity of our systems, including maintaining internal records; and
- in connection with corporate changes, such as an acquisition, merger, bankruptcy, or other change involving some or all of Invacare's assets.

App Updates and Troubleshooting. We may also use the collected information to contact you regarding updates or modifications to the App or to help troubleshoot problems, provide you with required notices in connection with disputes, or alert you to changes in our policies or agreements that may affect your use of the App.

Personalized Content. We may use the collected information to personalize the content that you and others see based on personal characteristics or preferences or in App purchases.

Combination. We may combine personal and non-personal information collected through the App with other information that we or third parties collect about you in other contexts—such as data collected in connection with providing warranties; through our communications with you via email, SMS text or phone; or from your customer service records.

With Whom the Information is Shared. We share and disclose the information we collect about you as follows:

Alber Group. We may share your information within the Alber GmbH family of companies, which includes our parent company Invacare Corporation, corporate affiliates, subsidiaries, business units and other companies that share common ownership.

With Your Product provider. We will share the information we collect, including your contact information and identifiable information about your Product, with the provider that sold or leased your Product to you through the App. We do not control how your Product provider will use the data once they obtain it, so we suggest you review the privacy practices of those third parties.

Third Party Application Providers. We will share the information we collect, including your contact information and identifiable information about your Product to any third party application provider that you choose to send your information to through the App. We do not control how such third party application providers will use the data once they obtain it, so we suggest you review the privacy practices of those third parties.

Third-Party Service Providers. We may share your information with third-party service providers working on behalf of Alber GmbH and third party content providers to assist us in making the App or other services available to you or as necessary for our business purposes (such as to our professional advisors and insurers).

Advertising. We may provide advertisers and other third parties with aggregated, non-personally identifiable information about our user base and its interests and usage patterns. We may also partner with third party advertising companies in order to serve advertising regarding our products and services to others. We will not provide your personally identifiable information to third parties for their own marketing purposes without your consent, except as specifically set forth below.

Aggregated Data. We may make aggregated, anonymous data relating to activity on this App available to third parties for the third parties' own use.

Transfer as Corporate Asset. In the event of a merger, sale of capital stock or assets, reorganization, consolidation, bankruptcy or other transaction involving Alber GmbH, its parent or a portion of Alber GmbH's or its parent's assets, your information may be transferred to the acquiring entity or otherwise in connection with that transaction.

Legal Requirement. We will use and disclose information where we, in good faith, believe that the law or legal process (such as a court order, search warrant or subpoena) requires us to do so or in other circumstances where we believe it is necessary to protect the rights or property of Alber GmbH, its parent, or its corporate affiliates, our users and/or third parties.

By using this App, you consent to such sharing. You may terminate such sharing by uninstalling the App.

Your Choices Regarding Information.

You can stop all collection of information by the App by uninstalling the App. You may use the standard uninstall processes available through your Device or via the mobile application marketplace or network. Note that exercising these choices will limit your ability to use the App.

Push Notifications. You can opt out of receiving push notifications through your Device settings. Please note that opting out of receiving push notifications may impact your use of the App.

Changes to This Privacy Statement. Alber GmbH reserves the right to amend this Privacy Statement at any time. Your continued use of the App following any changes will indicate your consent to such changes.

Contact Us. If you have any questions about this Privacy Statement, please contact us at the address, phone number or e-mail below.

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