

# GigaIO Privacy Policy

*Last Updated: April 30<sup>th</sup>, 2026*

## 1. Introduction

This privacy policy (“**Privacy Policy**”) describes how GigaIO Networks, Inc. (“**GigaIO**”, “**we**”, “**us**” or “**our**”) collect, use, store, and share your information when (1) you access and/or use our websites or other digital properties we own and operate that link to this Privacy Policy, including [www.gigaio.com](http://www.gigaio.com) (“**Website**”); (2) when you engage with us to purchase products or services we offer (collectively “**Services**”); (3) you communicate with us in any manner, including by email, direct messaging, telephone, and/or in person (“**Communications**”); and (4) we interact with certain third-party partners.

Please note the following sections that include important disclosures related to our Websites and Services:

- **Cookies, Advertising, and Tracking Technology Disclosures:** To learn more about how our Websites, Products, and Communications use cookies and related technologies (including from Third Parties), see [Automatic Information Collection Technologies](#) below.
- **Your Choices Disclosures:** To learn more about your choices concerning your information, see [Your Choices](#) below.

If you are a resident of certain states or countries, you may be entitled to additional rights. Please see the following quick-links below for easy access to additional information for such residents:

- **CA Residents:** If you are a resident of California, please see our [California Privacy Notice](#)
- **Nevada Residents:** If you are a resident of Nevada, please see our [Nevada Privacy Notice](#) below.
- **European Residents:** If you are a resident of Europe, including a member state of the European Union or the United Kingdom, please see our [Non-US Privacy Notice](#) below.

## 2. What Type Of Information Do We Collect?

Depending on how you interact with our Websites and Services, the nature of our Communications, and how we may interact with certain third-party partners, we may collect the following pieces of your information:

- **Basic Identifying Information.** Information you provide when you sign up to receive information from us, such as your full name, e-mail address, and phone number.
- **Device Identifier and other Unique Identifiers.** Information such as your device identifier, internet protocol (IP) address, cookies, beacons, pixel tags, mobile ad identifier, and other unique identifiers.

- **Internet or Other Network Activity.** Information such as your browsing or search history, and other information regarding your interactions with our Websites, emails, and advertisements.
- **Geolocation Data.** Information including imprecise location data (such as location derived from an IP address or data that indicates a city or postal code level) and, with your consent, precise location data (such as latitude/longitude data).
- **Occupational Information.** Information you provide related to your occupation, including business name, title, and related contact information.
- **User Content.** Information such as your Communications with us and any other content you provide, such as social media profiles, photographs of receipts, images, videos, survey responses, comments, product reviews, testimonials, and other content.
- **Audio and Visual Information.** Information such as photographs, images, videos, and recordings of your voice (such as when we record customer service calls for quality assurance).
- **Inferences.** Information such as inferences drawn from or created based on the information identified above.

You may choose to voluntarily provide other information to us that we do not request, and, in such instances and in such situations, we have no control over what categories of personal information such disclosure may include. Any additional information provided by you to us is provided at your own risk.

### 3. How Do We Collect Your Information?

We collect your information in three ways: (1) directly from you when you use our Websites, Services, and Communicate with us; (2) automatically using online technologies when you engage with our Websites, Services, and Communications; and (3) from our third-party partners.

- **Directly from you.** We collect information directly from you when you enter your information on our Websites, access our content, engage in Communications with us, or otherwise sign up to receive emails, text messages, or certain other Communications from us.
- **Automatically Using Online Technologies.** When you visit our Websites, open or click on emails we send you or related Communications, or interact with our advertisements, we or other third parties may automatically collect certain information about you using online tracking technologies such as cookies, pixels, web beacons, software developer kits, and related technologies. For more information, see [Automatic Information Collection Technologies](#)

**From Our Partners.** We collect information from our third-party partners, such as brands, data analytics providers, marketing or advertising providers, fraud prevention service providers, and vendors that provide services.

## 4. Automatic Information Collection Technologies

### A. Technologies Used

- **Cookies.** Cookies are small bits of data cached or stored on your computer based on Internet activity. Information collected through cookies may be obtained directly by or shared with third parties so that those third parties can provide analytics and advertising services to us. We use first-party and third-party cookies and other tools to monitor individual activity in aggregate to improve the Website. The information we gather includes IP address, user language, the operating system, browser type, the presence/absence of “flash” plug-ins, screen resolution, connection type, browsing behavior, and information that identifies the cookie.

You may update your cookie preferences by clicking here: [Cookie Preferences](#)

- **Pixels:** Pixels (also known as web beacons) are types of code embedded in a website, video, email, or advertisement that sends information about your use to a server. When you access a website, video, email, or advertisement that contains a pixel, the pixel may permit us or a separate entity to drop or read cookies on your browser.
- **Analytic Tools:** Analytic tools include technologies or software services that collect, measure, and analyze data about how users interact with our Websites and Services. These tools often use cookies, pixels, and similar technologies to gather information such as page views, clicks, and user behavior, which is then used to improve site functionality and user experience.

### B. Purpose For Using Automatic Information Collection Technologies

- **Functionality, Support and Security:** Some of the online tracking technologies like the cookies we use, serve a variety of functionality and support purposes, such as to recognize your device, facilitate navigation, display information more effectively, personalize your experience such as recognize you when you leave or return to our Website, maintain the security of our Website, manage your account, prevent crashes, fix bugs, and assist with basic Website functions and other performance functions.
- **ReCAPTCHA:** We utilize Google reCAPTCHA on certain parts of our Site to help protect against spam, abuse, and fraudulent activity. reCAPTCHA analyzes interactions with the Site to determine whether an action is being performed by a human or an automated process. This service may collect information such as your IP address, browser details, and user behavior data, which is transmitted to and processed by Google in accordance with Google's Privacy Policy and Terms of Service. The use of reCAPTCHA is necessary for maintaining the security and integrity of our Site and your information.
- **Targeted Advertising, Marketing Measurements:** Pixel tags may be used to market our services to you, measure the success of our marketing campaigns, and compile statistics about Website usage and response rates. In addition, we may use the information we have collected from you to enable us to display targeted third-party advertisements on our Website. Some advertisements on this Website are served by third-party advertisers, ad

networks, and ad servers. These third parties may use cookies, alone or in conjunction with web beacons or other tracking technologies, to collect information about you.

Some of these tracking technologies may track your activities across time and services for purposes of associating the different devices you use, and delivering relevant ads and/or other content to you (“**Interest-based Advertising**”).

- - **GoogleAds/DoubleClick:** We use Google advertising and measurement technologies to help show ads, measure their effectiveness, and understand how people use our Website. These tools allow Google and other third-party vendors to set and read identifiers (e.g., cookies or device identifiers) and to serve ads based on your past activity on our Website or app. More information about your choices can be found in [Your Choices](#) below.
  - **Twitter Ads:** We use Twitter Ads services, which may include Twitter’s Website Tag, Conversion Tracking, and Tailored Audiences, to measure the effectiveness of our advertising campaigns and deliver ads that may be more relevant to you. These services allow Twitter to collect information from visitors to our Website — including through the storage and access of cookies and similar technologies — for purposes of conversion tracking and interest-based advertising. For more information on how Twitter collects, uses, and shares data, please see Twitter’s Privacy Policy: <https://twitter.com/privacy>.
- **Website Analytics:** We use service providers for Website analytic services, to best understand how our Website is being used and to make improvements to our Website, including the following Services:
  - **Google Analytics:** We use Google Analytics to help us understand how users access and use the Websites through the use and sharing of cookies. You can learn about Google’s practices by going to [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/).

For information about your choices related to automatic data collection technologies and your ability to opt out of certain sharing of information, please see [Your Choices](#) below.

## 5. How Do We Use Your Information?

We use your information for a variety of purposes, including to:

- **Provide our Websites and Services to You.** We use your information to provide our Websites and Services to you, including to: (1) facilitate your access and use of our Websites; (2) process your requests for information; (3) send you notifications our Services; (5) answer your Communications; and (6) perform other related business functions.
- **Communicate with You.** We use your information to engage in Communications with you, such as to respond to your requests, inquiries, issues, feedback, and to provide customer service.

- **Market and Advertise.** We use your information for marketing and advertising purposes, including sending marketing, advertising, and promotional communications to you by email, phone, text message, or postal mail. We also use your information to show you advertisements for Services.
- **Conduct Analytics and Personalization.** We use your information to conduct research and analytics, including to improve our Websites and Services. We also use your information to understand your interaction with our Websites, advertisements, Services, and our Communications with you. We also use your information to personalize your experience, to better understand your needs, and to provide personalized recommendations for our Services.
- **Security and Fraud Prevention.** We use your information to detect, investigate, prevent, or take action regarding possible malicious, deceptive, fraudulent, or illegal activity, including fraudulent transactions. We also use your information to enforce our terms and procedures, prevent security incidents, and prevent harm to other users of our Services.
- **Legal Obligations.** We use your information to comply with our legal and regulatory obligations, to establish and exercise our rights, and to defend against legal claims.
- **Business Functions.** We use your information to support our core business functions, including to maintain records related to business management, loss prevention, collecting amounts owed, and identifying and repairing errors or problems in the Websites.

## 6. How Do We Disclose Your Information?

We may disclose or share your information with affiliated and non-affiliated third parties, including in the following scenarios:

- - **With your Consent.** We may disclose or share your information with your consent, which may be obtained in writing; online, through “click-through” agreements; when you accept the terms of use on our Websites; orally, either in person or on the phone; or by other means.
  - **In a Business Transfer.** We may disclose or share your information as part of a corporate business transaction, such as a merger or acquisition, joint venture, corporate reorganization, financing, or sale of company assets, or in the unlikely event of insolvency, bankruptcy, or receivership, in which such information could be transferred to third parties as a business asset in the transaction.
  - **To Non-Affiliated Third Parties.** We may disclose or share your information with certain non-affiliated third parties that provide services to us to facilitate your access and use of our Websites, our Services, and to provide us with certain business functions, including but not limited to sharing your information with brand partners, internet service providers, advertising networks, data analytics providers, governmental entities, operating systems and platforms, social media networks, payment processors, and other service providers who provide us a service (e.g.,

customer service, auditing, marketing, debugging to identify and repair errors that impair existing intended functionality on our Websites, and/or protecting against malicious, deceptive, fraudulent, or illegal activity).

- **For Legal Process And Protection.** We may disclose or share your information to satisfy any law, regulation, legal process, governmental request, or where we have a good faith belief that access, use, preservation, or disclosure of such information is reasonably necessary to: (1) enforce or apply our agreements; (2) protect our interests, property, or safety of others; (3) in connection with claims, disputes, or litigation; and (4) to protect our Websites.

## 7. How Do We Protect Your Information?

Although no system can guarantee the complete security of your information, we take all commercially reasonable steps to ensure your information is protected in alignment with all applicable laws and regulations, as appropriate to the sensitivity of your information.

## 8. How Long Do We Keep Your Information?

We keep your information for as long as is necessary in accordance with the purpose for which it was collected, our business needs, and our legal and regulatory obligations. If we dispose of your information, we will do so in a way that is secure and appropriate to the nature of the information subject to disposal.

## 9. Links To Third Party Sites

Our Websites and Services may contain links to third-party websites and services. Please note that these links are provided for your convenience and information, and the websites and services may operate independently from us and have their own privacy policies or notices, which we strongly suggest you review.

## 10. Your Choices

### A. Business Contact Data

If you have provided us business contact data and no longer wish for us to use such information, or wish to update such information, please email using the information in the [Contact Us](#) section below.

Please note that we will retain and use information about you as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

### B. Communications

The following is information about how to opt out of receiving certain communications from us, depending on means of delivery:

- **E-mails.** You can opt out of receiving promotional emails from us at any time by following the instructions as provided in emails to click on the unsubscribe link, or emailing us at the

email address set out in the [Contact Us](#) section below with the word UNSUBSCRIBE in the subject field of the email. Please note that you cannot opt out of non-promotional emails, such as those about your account, transactions, servicing, or our ongoing business relations.

- **Phone & SMS Text Messaging.** You can opt-out of receiving text messages or calls to your phone number at any time by (i) for text messages, texting “STOP” in response to any text message you receive from us or contacting us as set out in the [Contact Us](#) section below and specifying you want to opt-out of text messages; and (ii) for calls, requesting opt-out during any call you receive from us or contacting us as set out in the [Contact Us](#) section below and specifying you want to opt-out of calls.

### C. Cookies and Tracking Technologies

The following disclosures relate to your choices in connection with cookies and other tracking technologies:

- **Do Not Track.** Your browser settings may allow you to automatically transmit a “Do Not Track” signal to online services you visit. We do not currently monitor or take action with respect to “Do Not Track” signals. For more information on “Do Not Track,” visit <http://www.allaboutdnt.com>.
- **Cookies and Pixels.** Most browsers accept cookies by default. You can instruct your browser, by changing its settings, to decline or delete cookies. If you use multiple browsers on your device, you will need to instruct each browser separately. Your ability to limit cookies is subject to your browser settings and limitations. Below are links to instructions for managing cookies on commonly used browsers:
  - Google Chrome: <https://support.google.com/chrome/answer/95647>
  - Microsoft Edge: <https://support.microsoft.com/en-us/microsoft-edge/delete-cookies-in-microsoft-edge-63947406-40ac-c3b8-57b9-2a946a29ae09>
  - Mozilla Firefox: <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>
  - Safari (macOS): <https://support.apple.com/en-us/H+T201265>

You can also manage your cookies using our cookie management tool.

Please be aware that if you disable or remove tracking technologies, some parts of the Service may not function correctly. If you disable or refuse cookies, some parts of this website may then be inaccessible or not function properly.

- **Mobile Application and Location Technologies.** You can stop all collection of information via our mobile application by uninstalling the mobile application. You can also reset your device Ad Id at any time through your device settings, which is designed to allow you to limit the use of information collected about you. You can stop all collection of precise location data through the mobile application by uninstalling the application or withdrawing your consent through your device settings.

Please be aware that if you disable or remove certain technologies, some parts of the Website may not function correctly.

## D. Analytics and Interest-Based Advertising.

Google provides tools to allow you to opt out of the use of certain information collected by Google Analytics at <https://tools.google.com/dlpage/gaoptout> and by Google Analytics for Display Advertising or the Google Display Network at <https://www.google.com/settings/ads/onweb/>.

The companies we work with to provide you with targeted ads are required by us to give you the choice to opt out of receiving targeted ads. Most of these companies are participants of the Digital Advertising Alliance (“DAA”) and/or the Network Advertising Initiative (“NAI”). To learn more about the targeted ads provided by these companies, and how to opt out of receiving certain targeted ads from them, please visit: (i) for website targeted ads from DAA participants, <https://www.aboutads.info/choices>; (ii) for app targeted ads from DAA participants, <https://www.aboutads.info/appchoices>; and (iii) for targeted ads from NAI participants, <https://www.networkadvertising.org/choices/>. Opting out only means that the selected participants should no longer deliver certain targeted ads to you, but does not mean you will no longer receive any targeted content and/or ads (e.g., in connection with the participants’ other customers or from other technology services).

**Google Ads:** Users can opt out of Google's use of cookies for advertising, including DoubleClick cookies, by visiting your [Google's Ads Settings](#) page.

**Twitter Ads:** You can opt out of Twitter’s interest-based advertising by using the methods described in [Twitter’s Privacy Controls](#).

Please note that if you opt out using any of these methods, the opt out will only apply to the specific browser or device from which you opt out. We are not responsible for the effectiveness of, or compliance with, any opt out options or programs, or the accuracy of any other entities’ statements regarding their opt out options or programs.

## E. Your Legal Rights Under Applicable Laws

Depending on where you reside, you may have certain legal rights in relation to your information.

- **CA Residents:** If you are a resident of California, please see our [California Privacy Notice](#) below.
- **Nevada Residents:** If you are a resident of Nevada, please see our [Nevada Privacy Notice](#) below.
- **United Kingdom and European Economic Area Residents:** If you are a data subject in the United Kingdom (“UK”) or any part of the European Economic Area (“EEA”), please see the section [Additional Information for European Residents](#).

For more information about how to exercise applicable legal rights under a respective law, please see [Exercising Legal Rights Requests](#) below.

## 11. Children

Our Websites and Products are not intended for children under the age of 13. This includes any links to other websites that we provide for your convenience. We don't knowingly collect the information of children under 13 for any reason.

## 12. Changes to Our Privacy Policy

We may change this Policy from time to time. Any and all changes will be reflected on this page, and where appropriate provided in person or by another electronic method. The effective date will be stated at the top of this Policy. You should regularly check this page for any changes to this Policy.

## 13. Accessibility

To print a copy of this Privacy Policy, please [click here](#).

If you require a copy of this Privacy Policy in an alternative format, please [Contact Us](#).

## 14. Contact Us

If you have any comments or questions, please contact us through the following methods:

### **Physical Address:**

5924 Balfour Court, Suite 101  
Carlsbad, CA 92008  
United State of America

**Email:** [privacy@gigaio.com](mailto:privacy@gigaio.com)

## 15. California Privacy Notice

The following disclosures are made pursuant to the California laws that provide California residents additional rights with respect to our processing of personal information, including the California Shine the Light Law.

### CALIFORNIA'S "SHINE THE LIGHT" LAW

If you are a California resident, you have the right to request information from us once per calendar year regarding the customer information we share with third parties for the third parties' direct marketing purposes. To request this information, please send an email to [privacy@gigaio.com](mailto:privacy@gigaio.com) with 'Request for California Privacy Information' in the subject line and in the body of your message. We will provide the requested information to you via an email response.

## 16. Nevada Privacy Notice

If you are a Nevada resident, you have the right to submit a request directing us not to make any sale of your personal information. We do not sell your personal information as defined under Nevada law. However, to request email confirmation that we do not sell your personal information, please send an email to [privacy@gigaio.com](mailto:privacy@gigaio.com) with "Nevada Opt-Out of Sale" in the subject line and

in the body of your message. We will provide the requested information to you via an email response.

## 17. Additional Information for European Residents

### A. Role and Data Controller Contact Details

The General Data Protection Regulation (“GDPR”) and data protection laws in Europe distinguish between organizations that process personal information for their own purposes (known as “controllers”) and organizations that process personal information on behalf of other organizations (known as “processors”).

We act as a controller with respect to personal information collected from you as you engage with our Websites, Offices, Services or via Communications with us. If you have questions with respect to our processing of your information as a controller, you can contact us by email at the email address set forth in the section entitled [Contact Us](#) below.

### B. Lawful Basis for Processing

The GDPR and data protection laws in Europe require a “lawful basis” for processing personal information. Our lawful bases include the following:

- To fulfill obligations in the agreement between you and GigalO. To use our Websites or Services, you and GigalO entered into an agreement under the applicable terms of use, and in order for us to fulfill our obligations with respect to providing our Websites or Services under such agreement, we must collect your personal information to provide the necessary functionality. The information we collect and how it is used by us is further detailed in the sections entitled [What Type of Information Do We Collect?](#) and [How We Use Your Information?](#)
- To pursue our legitimate interests. Our legitimate interests include, among others, understanding how our Websites or Services are functioning, improving our Websites or Services, developing new products and services, and preventing fraud. To pursue the foregoing, we process personal information. Where we rely on a legitimate interest to process personal information, we carry out a balancing test to weigh the legitimate interest against your right to protection of your personal information; however, our processing of your personal information will never override your fundamental rights and freedoms, and you can always exercise your right to object to such processing.
- Consent. In certain situations where you provide us with consent, we may process your personal information.
- To comply with law. In limited circumstances, we may process personal information in order to comply with legal obligations. To the extent we have received such information from third parties with whom we have agreed to certain contractual requirements or obligations (e.g., standard contractual clauses), we will use our reasonable efforts to dispute the disclosure of personal information, unless legally required to do so.

## C. Onward Transfer

If you choose to provide us with your information, you consent to the transfer and storage of that information on our servers located in the United States. The information we collect is subject to state and federal law in the United States. If you are accessing our websites from outside the United States, please be advised that you are transferring your personal information to us in the United States where data protection and privacy laws may be different or less stringent than the laws of your country.

If the GDPR applies and your data is transferred outside the UK or the EEA to the United States or any other country, we will transfer your personal information subject to appropriate safeguards, such as an adequacy decision by the European Commission on the basis of Article 45 of Regulation (EU) 2016/679 or Standard Contractual Clauses, as provided from time to time by the European Commission. You can receive additional information about where your personal information is transferred and the appropriate safeguards by contacting us.

## D. Your Data Subject Rights

Your Rights. If you are a data subject under the GDPR, subject to certain conditions, you have the right to:

- Access, rectify, or erase any personal information we process about you;
- Data portability – that is, asking us to transfer your personal information to any third party of your choice;
- Restrict or object to our processing of your personal information; and
- Where applicable, withdraw your consent at any time for any processing of your personal information.

To exercise your rights, please see the Section [Exercising Legal Right Requests](#) below.

## E. Exercising Legal Rights Requests

For certain requests, we may require specific information from you to help us verify your identity and process your request. Depending on your request, we will ask for information such as your name, or an e-mail address that you have used with us. For certain requests, we may also ask you to provide details about the most recent purchase you made. If we are unable to verify your identity, we may deny your requests to know or delete.

### *a. Right to Know, Access and Deletion Requests*

You may exercise your right to know, access or delete information through any of the following means:

- email us at: [privacy@gigaio.com](mailto:privacy@gigaio.com)

In the request, please specify which right you are seeking to exercise and the scope of the request.

There are certain circumstances where applicable law allows us to retain certain information and we will not be able to delete such information. In such instances, we will inform you of what information cannot be deleted.

*b. Correction Requests*

You can correct information related to your account by:

- email us at: [privacy@gigaio.com](mailto:privacy@gigaio.com)

*c. Right to Opt-Out of Sale, Profiling, and Context-Based Behavioral Advertising*

You can manage cookies and other automatic data collection technologies through the use of our [cookie management tool](#).

## **F. Complaints**

If you have a complaint about our use of your personal information or our response to your request(s) regarding your personal information, you may submit a complaint to the Data Protection Supervisory Authority in your jurisdiction. We would, however, appreciate the opportunity to address your concerns before you approach a data protection regulator and welcome you to first direct an inquiry to us.

In addition to our contact details set out above, you can also contact our Designated Individual Overseeing Compliance of this Privacy Policy by emailing [privacy@gigaio.com](mailto:privacy@gigaio.com) or writing us at:

GigaIO, Networks Inc.  
5924 Balfour Court, Suite 101  
Carlsbad, CA 92008  
United State of America

**Phone:** (442) 385-3630

**Email:** [privacy@gigaio.com](mailto:privacy@gigaio.com) [EU Representative: Alan Benjamin]