



## Privacy Policy

Your privacy is important to us. To better protect your privacy, we provide these notices explaining our information practices and the choices you can make about the way your information is collected and used.

- Online Privacy Policy (for use of Website)
- GDPR Statement
- Privacy Shield Notice of Certification

### Online Privacy Policy & Your Consent:

This policy outlines Blue Mountain Quality Resources®' Privacy Policy for the use of this website. By using this website, you consent to the collection and use of the following information in the manner we describe. In the case that you have objections to this policy, you should not use this website. Blue Mountain Quality Resources, LLC uses reasonable precautions to keep user information disclosed to us secure. To prevent unauthorized access, maintain data accuracy, and ensure the appropriate use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect. Blue Mountain Quality Resources, LLC may also link to other websites. We are not responsible for their privacy policies or how they treat information about their users.

Blue Mountain Quality Resources, LLC will not sell your information to any third parties or other websites.

### Personal Data We Collect:

For all visitors on our site, we automatically gather general statistical information such as IP addresses, browsers, pages viewed, sources of traffic and length of time on the website. We use this data to determine how visitors use this website so that we can provide a streamlined user experience. We may provide this general information to third parties.

We may ask you to provide us with some or all of the following personal contact information:

E-mail address  
Name  
Postal address  
Job title  
Phone/fax numbers  
Company name

### How We Use Personal Data:

Blue Mountain Quality Resources, LLC ■ P.O. Box 830 ■ State College, PA 16804-0830



We may use any or all of the personal contact information you provide to us to deliver newsletters, new product announcements, and Blue Mountain Quality Resources, LLC or other industry information to you. As part of the communication subscription process, we give you the opportunity to 'opt out' of receiving communication from Blue Mountain Quality Resources, LLC.

#### **Use of Cookies:**

Blue Mountain Quality Resources, LLC utilizes HTML browser cookies delivered by 3rd Party companies, Active Campaign, Google Analytics, Facebook and other 3<sup>rd</sup> Parties, to track visitors on this site. If you fill out a form on this website, personal information may be matched with some of your past browsing history in order to facilitate effective communications between visitors to this website and Blue Mountain Quality Resources, LLC and for us to better understand how you use our website. We do not use "Flash Cookies" to track visitors.

#### **How You Can Change Your Personal Information:**

You may change your personal information or select the option not to receive additional communications by emailing [marketing@coolblue.com](mailto:marketing@coolblue.com).

#### **Changes to the Privacy Policy:**

If a change is made to this privacy policy, we will post the changes on the Privacy Policy link on our website located [https://www.coolblue.com/privacy\\_policy](https://www.coolblue.com/privacy_policy), and we encourage you to check our website frequently for updates.

#### **Inquiries and Complaints:**

If you do not wish to have your personal information collected by Blue Mountain Quality Resources, LLC, please do not fill out any forms on this website. If you do not wish to have your browsing history on this site tracked, please disable and delete any browser cookies generated by this website.

If you would like a copy of your personal data, or for your personal data to be edited or deleted from our records, please email [marketing@coolblue.com](mailto:marketing@coolblue.com). If you do not wish to receive communication from us, please email [marketing@coolblue.com](mailto:marketing@coolblue.com).

Blue Mountain Quality Resources, LLC will respond within 45 days. If we fail to respond within that time, or if our response does not address your concern, you may contact JAMS at <https://www.jamsadr.com/eu-us-privacy-shield>. JAMS has committed to respond to complaints and to provide appropriate recourse at no cost to you. If neither Blue Mountain Quality Resources, LLC nor JAMS resolves your complaint, you may be able to engage in binding arbitration through the Privacy Shield Panel as indicated on Annex I of the Privacy Shield Framework.

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Blue Mountain Quality Resources, Blue Mountain Regulatory Asset Manager are registered trademarks of Blue Mountain Quality Resources, LLC



## Contact Us:

Should you have other questions or concerns about these privacy policies, please contact us:

Email: [privacy@coolblue.com](mailto:privacy@coolblue.com)

Mail: Blue Mountain Quality Resources, LLC

P.O. Box 830

State College, PA 16804

Last Updated: April 20, 2021

## General Data Protection Regulation (GDPR) Statement

The European Union (EU) General Data Protection Regulation (GDPR) came into effect on May 25, 2018.

This regulation was designed to enhance data privacy and provide a legal framework for protection of personal data. Some key changes to the existing EU data protection law include increased accountability and individual rights, data protection measures, and data breach notifications. GDPR applies to all organizations in the EU. Additionally, all organizations outside of the EU that handle data of individuals in the EU must comply with GDPR.

Blue Mountain Quality Resources, LLC has reviewed and assessed the new regulations and determined appropriate measures to ensure continued compliance with GDPR. To contact our Data Protection Officer, please email [privacy@coolblue.com](mailto:privacy@coolblue.com).

For more information on GDPR, visit: <https://gdpr-info.eu/>

Last Updated: April 20, 2021

## Privacy Shield Notice of Certification

Blue Mountain Quality Resources, LLC has certified certain of our services, for which we act as a data processor, under the EU-U.S. and Swiss-U.S. Privacy Shield frameworks (<https://www.privacyshield.gov>).

### SCOPE

Blue Mountain Quality Resources, LLC has certified with the EU-U.S. Privacy Shield and the Swiss-U.S. Privacy Shield with respect to the Personal Data (data that personally identifies or may be used to personally identify a person, whether directly or indirectly in combination with other data) we receive

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Blue Mountain Quality Resources, Blue Mountain Regulatory Asset Manager are registered trademarks of Blue Mountain Quality Resources, LLC



and process on behalf of Customers through our Services: Blue Mountain Regulatory Asset Manager® and related products.

#### **DATA OWNER**

We do not own any data submitted by our customers via our software solutions, and the security and processing of this data is the responsibility of the customers who are the data owners.

No data transmission over the Internet or any wireless network can be guaranteed to be perfectly secure. As a result, while we try to protect your personal information, we cannot ensure or guarantee the security of any information you transmit to us, and you do so at your own risk.

#### **PURPOSES OF DATA PROCESSING**

Blue Mountain Quality Resources, LLC provides an Enterprise Asset Management system that our customers use to manage their calibration and maintenance operations. This solution includes tools for customers to track assets used across their organization, store and monitor work performed on assets and to track the status of each asset in order to improve their manufacturing processes and strengthen their compliance with regulatory bodies. Finally, the solution provides tools for building ancillary functionality as well. In providing these tools, Blue Mountain Quality Resources, LLC processes data customers submit to the solution or instruct Blue Mountain Quality Resources, LLC to process on their behalves. While Blue Mountain Quality Resources, LLC's customers decide what data to submit, it typically includes information about their facilities, assets & equipment, suppliers, products, processes, and its related regulatory and compliance data.

Blue Mountain Quality Resources, LLC processes data submitted by customers for the purpose of providing Blue Mountain Quality Resources, LLC's services to our customers.

To fulfill these purposes, we may access the data to provide the services, correct and address technical or service problems, follow instructions of our customer who submitted the data, or in response to contractual requirements.

#### **THIRD PARTIES WHO MAY RECEIVE PERSONAL DATA**

Blue Mountain Quality Resources, LLC uses few third-party services providers. These third parties assist with the transmission of data and provide data storage services. Our third-party providers may access, process, and store personal data while providing their services. Blue Mountain Quality Resources, LLC upholds contracts with our third-party providers that restricts their access, use, and disclosure of our customers' personal data in compliance with our Privacy Shield obligations. Blue Mountain Quality Resources, LLC tries to minimize disclosures of personal data as reasonably practical. Blue Mountain Quality Resources, LLC mindful of its responsibility and potential liability in cases of onward transfers to third parties.

#### **RIGHT TO ACCESS, CHANGE OR DELETE PERSONAL DATA**

Individuals have the right to access personal data about them, as well as to limit the use and disclosure of their personal data. Blue Mountain Quality Resources, LLC is committed to respect the rights specified in the



Privacy Shield certification. Blue Mountain Quality Resources, LLC personnel have limited access to our customers' data. If you wish to request access, limit use, or limit disclosure of your personal data, please contact [privacy@coolblue.com](mailto:privacy@coolblue.com) and provide the name of the customer who submitted your data to us. Blue Mountain Quality Resources, LLC will refer the request to that customer and support them as needed in responding to your request.

### **INQUIRIES AND COMPLAINTS**

In compliance with the Privacy Shield Principles, Blue Mountain Quality Resources, LLC commits to resolve complaints about our collection or use of your personal information.

You may direct any inquiries or complaints concerning our Privacy Shield compliance to [privacy@coolblue.com](mailto:privacy@coolblue.com).

Blue Mountain Quality Resources, LLC will respond within 45 days. If we fail to respond within that time, or if our response does not address your concern, you may contact JAMS at <https://www.jamsadr.com/eu-us-privacy-shield>. JAMS has committed to respond to complaints and to provide appropriate recourse at no cost to you. If neither Blue Mountain Quality Resources, LLC nor JAMS resolves your complaint, you may be able to engage in binding arbitration through the Privacy Shield Panel as indicated on Annex I of the Privacy Shield Framework.

### **U.S. FEDERAL TRADE COMMISSION ENFORCEMENT**

Blue Mountain Quality Resources, LLC is subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC) to ensure compliance with the EU-US Privacy Shield Principles and the Swiss-U.S. Privacy Shield Principles outlined in this notice.

### **REQUIREMENT TO DISCLOSE**

Blue Mountain Quality Resources, LLC may be required in certain circumstances to disclose Personal Data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Last Updated: April 20, 2021