

PRIVACY POLICY

Last Revised November 2020

Your privacy is valued and respected by The Law Office of Terry C. Frank, PLLC (the "Firm," we" or "our" or "us"). This Privacy Policy ("Privacy Policy") describes the types of information, including Personal Information (as defined below), that the Firm gathers from you when you use our website terryfranklaw.com (the "Site"), as well as your choices regarding use and disclosure of your Personal Information. As used in this Privacy Policy, the term "Personal Information" means information that identifies you personally, alone or in combination with other information available to the Firm.

YOUR AGREEMENT TO THE PRIVACY POLICY

By accessing the Site, you agree to be bound by this Privacy Policy. If you do not agree to the terms of this Privacy Policy, please do not use this Site.

The Law Office of Terry C. Frank, PLLC reserves the right to update or modify this Privacy Policy from time to time. The Firm will notify you of any changes by revising the "Effective Date" at the top of this Privacy Policy. If the Firm makes any material changes to this Privacy Policy or the way it uses, shares or collects Personal Information, the Firm will post an announcement of the changes on the Site, prior to the new policy taking effect. In all cases, your continued use of our Site or Firm products and services constitutes consideration and your binding acceptance to any such changes. The Firm encourages you to review this Privacy Policy regularly to ensure that you are familiar with terryfranklaw.com's current practices.

Information Collected by terryfranklaw.com

When you use this Site, terryfranklaw.com collects information (i) that you knowingly and voluntarily provide (such as through forms or profile screens) including registration/account set-up information, and (ii) that it is able to collect from your web browser, cookies and other similar technologies.

The Firm may aggregate and/or anonymize all information that it collects

from you, including Personal Information, for the purpose of market research on brands and products, marketing campaigns, and advertising.

Information that you Knowingly and Willingly Provide

The Firm collects information that you knowingly and voluntarily provide when you use our Site (such as through web forms, profile screens, submitted content, a "contact us" function, etc.). The Firm primarily uses this information to fulfill your information requests. You can choose not to provide the Firm with certain Personal Information, but then you may not be able to take advantage of the Site or other available features offered. The information that the Firm may collect and use includes without limitation the following kinds of Personal Information:

- First and Last Name.
- Home Address.
- Email Address.

In addition, information submitted to the Site via a "contact us" or other similar function may not necessarily receive a response. The Firm will not use the information provided via these functions to contact you for marketing purposes unrelated to your request unless it is disclosed otherwise at the time you submit your request.

Non-Personal Information

The Firm collects standard information about terryfranklaw.com users such as IP addresses, browser type, operating system, what you searched for, referring and exit pages, the dates and times of visits, and other Site usage behavior ("Site Visitation Data"). Site Visitation Data is used to administer the Site and provide general statistics regarding the use of the terryfranklaw.com website.

Cookies

When you visit the Site, the Firm may store information about your web session and assign you one or more cookies. Your browser will store these cookies on your computer in a small text file, and if you return to the Site the cookie may be read and may give us information about your use of the Site.

Cookies are not linked to your Personal Information. Permanent cookie files remain on your computer's hard drive until you delete them manually using your browser or operating system software. You can set your browser to refuse cookies but doing so may disable access to some services and tools offered.

How terryfranklaw.com USES YOUR INFORMATION

The Firm may use online Personal Information collected about you on its own or combine it with other information it has about you to:

- Perform internal operations, such as tracking and improving the effectiveness of the website and marketing efforts.
- Personalize user experiences, such as remembering your settings and preferences for things like language, font size, etc.
- Provide user support.
- Advertise and market services.
- Provide information to representatives and/or advisors, such as the Firm's attorneys, accountants and others to help comply with legal, accounting, or security requirements.
- Protect the rights, safety, and information of Site users and third parties, as well as the Firm's. This includes fraud prevention, business or product recalls, prosecuting and defending a court arbitration or similar proceeding, and more.
- Comply with legal requirements, such as in response to a subpoena or similar investigative demand.

HOW COLLECTED INFORMATION IS SHARED

Terryfranklaw.com may disclose your Personal Information in the following instances:

Agents. The Firm employs other companies and individuals to perform functions on its behalf. Examples of such functions include fulfilling orders, sending postal mail and e-mail, removing repetitive information from customer lists, analyzing data, providing technical support, providing marketing assistance, and providing customer service. The Firm shares users'

Personal Information with these agents as we deem necessary for such third parties to perform their functions.

Employees. Only authorized employees have access to your Personal Information.

Advertisers. Please be aware that the information practices of third-party advertisers or platforms (if any) collecting data on this Site are not covered by this Privacy Policy. The Law Office of Terry C Frank, PLLC does not sell, rent, or otherwise disclose your Personal Information to third parties for their marketing and advertising purposes without your express consent.

Other Users. Please remember that any information you share in public areas of the Site, such as on message boards or feedback sections, becomes public and anyone may take and use that information. Public posts are not subject to this Privacy Policy. Please be careful about what you disclose in these portions of the Site and do not post any Personal Information that you expect to keep private. The Firm strongly encourages you not to use any Personal Information in your username or password. If your Personal Information is posted on one of the community forums, you may contact us at info@terryfranklaw.com to request that such information be removed. In some cases, the Firm may not be able to remove your Personal information, in which case it will let you know if unable to do so and why.

To Comply with Legal Process, Protect terryfranklaw.com, or Enforce its Rights. The Firm may release your Personal Information when it is necessary to (a) conform to legal requirements or comply with legal process; (b) enforce or apply the terms of use and other agreements; (c) protect the rights, safety or property of terryfranklaw.com, its affiliates, service providers, our users or the public; or (d) prevent a crime or protect national security (including exchanging information with other companies and organizations for fraud protection and credit risk reduction).

As Part of a Merger or Sale of Business. The Firm may disclose your Personal Information in connection with a substantial corporate transaction, such as the sale of Firm business, a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.

Other Disclosures. The Firm may also disclose your Personal Information as otherwise set forth in this Privacy Policy, as permitted by law, or with your consent.

Children and Privacy

As a requirement to use the Site, you acknowledge that you have the appropriate consent(s) from any individual (or the parent of any child under the age of 18) to share their Personal Information with the Firm. It does not knowingly collect any Personal Information from children under the age of eighteen (18). The Firm will delete any Personal Information collected that is later determined to be from an individual younger than the age of eighteen (18).

Third Party Sites AND Services

The Site may contain links to third party websites, applications and services not operated by it. These links are provided as a service and do not imply any endorsement by terryfranklaw.com of the activities or content of these sites, applications or services nor any association with their operators. Additionally, the Site may include social media features, such as the Facebook "Like" button, and widgets, such as the "Share This" button or interactive mini-programs that run on the Site. We are not responsible for the privacy policies or practices of any third-party including websites or services directly linked to our Site. The Firm encourages you to review the privacy policies of any third party site that you visit.

Security, Storage & Retention

Security

The security of your personal information is important to The Law Office of Terry C. Frank, PLLC. The Firm follows generally accepted standards to protect the personal information submitted to it, both during transmission and once received. However, no method of transmission over the internet, or method of electronic storage is one hundred percent secure and the Firm cannot guarantee its absolute security. Please contact the Firm if you have any questions about security on our site.

Storage

The Personal Information that you provide to The Law Office of Terry C. Frank, PLLC is generally stored on servers located in the United States. If you are located in another jurisdiction, you explicitly ACKNOWLEDGE AND CONSENT that once your Personal Information is submitted through the Site, it will be transferred to servers in the United States and that the United States currently does not have uniform data protection laws in place. Further, the United States has not sought nor received a finding of "adequacy" from the European Union under Article 45 of the General Data Protection Regulation ("GDPR") of the European Union. For residents of the European Union, the Firm relies on derogations for specific situations as set forth in Article 49 of the GDPR. In particular, it collects and transfer to the U.S. Personal Information of European Union residents only: with your consent; to perform a contract with you; or to fulfill a compelling legitimate interest of the Firm's in a manner that does not outweigh your rights and freedoms.

Retention

The Firm will retain your information for as long as your account is active or as needed to provide you with services. If you wish to cancel your account or request that the Firm no longer uses your information to provide you service, contact us at info@terryfranklaw.com. The Firm will retain and use your information as necessary to comply with any legal obligations, resolve disputes, and enforce agreements.

DATA CONTROLLER

The Law Office of Terry C. Frank, PLLC is your data controller. A data controller makes decisions regarding and is responsible for the collection, use, disclosure, retention and protection of your Personal Information in accordance with this privacy notice, as well as any applicable national laws. As your data controller, the Firm may transfer data to any affiliate who agrees to the obligations of this privacy notice. The Firm may process and retain your personal information on its servers in the U.S. and elsewhere in the world where its data centers are located. If you have questions regarding your Personal Information, please contact the Firm using the contact information set forth in the "Privacy Inquiries" section below.

Information Correction, Removal, and Opting-Out

Correction & Removal

If you wish to obtain a copy of your Personal Information that is being processed by the Firm, or if any of the information that it has about you is incorrect, or you have any questions regarding the processing of your information, or you wish to have information (including Personal Information) removed from Firm records, please contact the Firm at info@terryfranklaw.com

Opting Out

Additionally, if you prefer not to receive marketing messages from The Law Office of Terry C. Frank, PLLC, please let the Firm know by clicking on the unsubscribe link within any marketing message that you receive, or by sending a message to info@terryfranklaw.com

Privacy Inquiries

If you have any questions or concerns about this Privacy Policy or the privacy practices, please contact the Firm as follows:

- By emailing at info@terryfranklaw.com
- By mail to: The Law Office of Terry C. Frank, PLLC, 2920 West Broad Street # 11, Richmond, VA 23230