

Privacy Statement

Fluid Handling, LLC, a subsidiary of Xylem Inc. and/or its Xylem Affiliates as applicable (“Xylem” or “we” or “us” or “our”) provides the following products and services, and this Privacy Statement applies to your use of these services (collectively, the “Services”):

The AqWiFi mobile application and the AqWiFi online portal.

This Privacy Statement does not apply to your use of other Xylem websites, which have their own privacy statements. This Privacy Statement explains what information we collect, how we collect it, what we use it for, how we protect it, and when we disclose it to third parties.

By signing up for, using, or accessing any AqWiFi Service, you are agreeing to this Privacy Statement. If you do not agree with this Privacy Statement, you may not use any Service or submit any Personal Information to us in connection with a Service.

This Privacy Statement applies to your use of the Services in Canada and the United States of America. Your use is also subject to the terms of the AqWiFi Terms of Service available at <http://www.goulds.com/aqwifi> and the AqWiFi Mobile Application End User License Agreement available at <http://www.goulds.com/acwifi>.

Summary

Although you should read through the Privacy Statement for complete information on how we collect, use, share, and secure information, the following provides a summary of some of the most important aspects of our privacy practices:

- We may use your Personal Information (defined below) to provide you with the Services, to improve the Services, and to market to you by providing information on general announcements, upcoming products and services, offers and promotions regarding partner product and services that may interest you, and upcoming events. To opt out of receiving non-mandatory communications such as marketing communications, please follow the instructions below.
- We may share your Personal Information as required by, or permitted by, law. We may also share your Personal Information if we determine, in our sole judgment, that the release of your information may protect the rights, property, or safety of you or another person. We may also share your Personal

Information with our partner and affiliated companies to provide you with the Services, to any successor to the AqWiFi business, and to service providers who provide services on our behalf.

- We use reasonable security standards to secure your Personal Information, but we cannot promise, and you should not expect, that your Personal Information will remain secure in all circumstances.

What Information Do We Collect and How Do We Collect It?

Personal Information, Demographic Information, and Other Information You Provide.

We collect “Personal Information” about you in the circumstances described below. By Personal Information, we mean information that can be associated with a specific person or can be used to identify that person, such as your name, address, zip code or postal code, telephone number and email address. We may also collect demographic information, such as your age, gender, and certain preferences, and if we link that information to you, we will treat this information as Personal Information in accordance with this Privacy Statement. To enable us to provide the AqWiFi capabilities, we will ask you to provide certain Personal Information when you first register your AqWiFi Pump Monitoring Device (“PMD”). In addition, AqWiFi support may request that you provide further Personal Information to provide product support.

We may also collect other Personal Information about you when you provide it to us voluntarily, such as, by filling out a form or survey; by registering an account and e-mail address with us; by e-mailing us; by posting information on the AqWiFi online portal; or by contacting support. If you do not want us to collect Personal Information about you, you can decide not to submit it to us, but be aware that we may not be able to provide you with the Services if we do not collect certain information from you. We may also collect other information with your consent or as permitted or required by law.

When Pump Monitoring Device Information (“PMDI”), as defined below, is linked to you, or combined with your Personal Information, we will also treat this information as Personal Information in accordance with this Privacy Statement.

Pump Monitoring Device Information.

As part of the Service, we collect information about your pump settings, pumping schedule(s), and how you control your pump system (collectively, Pump Monitoring Device Information or PMDI). This includes details about your pump system, which is collected in conjunction with setting up the Services, as well as data that we collect as part of our Services. Some of the data we collect is relatively static, such as data about the input voltage, output amperage, output frequency, system pressure, and/or water system in your home (for example, product model numbers and device IDs for devices in your pump system), but other data is more dynamic, like information about current and past device usage levels, system alerts, or information about abnormal device functioning. We collect this data directly from you and your pump system, and this data is transmitted through your WiFi and Internet services to a cloud storage center. We may augment your data with public data from third parties, such as local weather conditions. Note that if you do not allow us to collect this information, we may not be able to provide the capabilities AqWiFi brings to you.

Information Collected Through Cookies

We may also use tracking software, such as cookies, web beacons, pixel tags, and similar technologies to automatically collect information about your computer or device hardware and software, and your use of the AqWiFi mobile application and website. This information may include details about your visits to our website or use of our mobile application, the resources you access, date and time stamps, Internet Protocol (IP) addresses, referring website addresses, application activity logs and error logs, and information about your use of our Services. We use these technologies to collect information about the pages you view, the links you click and other actions you take on the AqWiFi mobile application and website. We use this information to operate the Services, to provide general statistics regarding use of the Services, and to target ads to you and measure their effectiveness. You may adjust your browser settings to accept or deny all cookies, or to request your permission each time a site attempts to set a cookie. Although cookies are not required for some parts of the Services, not all of the Services may work properly if you disable cookies entirely.

Why Do We Collect This Information and How Do We Use It?

We collect and use your information to provide Services to you, and to operate and improve the Services. These uses include providing you with the Services you request; processing payments and collecting amounts owing to us if applicable;

providing you with more effective customer service; providing technical support; making the Services easier to use; offering you partner product and services; and performing research and analysis aimed at improving our products, services and/or technologies. We may send certain mandatory service communications such as welcome letters, alerts about your pump, information on technical service issues, and security announcements by e-mail, through the AqWiFi app, or by text message. You may not opt out of receiving these communications. Unless you opt-out, we may also provide you with information on current activities, general announcements, upcoming products and services, changes to our products or services, and upcoming events. These communications may be sent by e-mail, text message, or within the AqWiFi mobile application. We may also use your information to conduct research, analysis, or studies for our own purposes. Specifically, when we collect information about your AqWiFi system, we may de-identify this data and aggregate it with the data from other users and use this for future analysis. We may sell or publish this aggregated, anonymized data.

We may also use your information for other purposes with your consent or as permitted or required by law.

How Do We Protect Your Personal Information and Pump Monitoring Device Information?

We will use reasonable practices to protect your Personal Information and PMDI from unauthorized access, use, or disclosure. We use security technologies and procedures to help protect your Personal Information and PMDI from unauthorized access, use, or disclosure. While we will use such efforts, we cannot ensure the security of your Personal Information and PMDI. Accordingly, TO THE MAXIMUM EXTENT PERMISSIBLE BY LAW, WE ASSUME NO LIABILITY FOR ANY DISCLOSURE OF DATA DUE TO ERRORS IN TRANSMISSION, UNAUTHORIZED THIRD PARTY ACCESS OR OTHER ACTS OF THIRD PARTIES, OR ACTS OR OMISSIONS BEYOND OUR CONTROL.

How May We Share Your Information With Third Parties?

To Provide Products or Services. We may share your information as necessary to provide you with products, services, or information you have requested. In our efforts to provide the best quality service and experience to you, we may hire service providers (including affiliates, which are companies controlled by, under

common control with, or controlling Xylem) to help us with our business. These service providers may provide services such as handling the processing and delivery of mailings, providing customer and technical support (note that all calls may be recorded for quality assurance and training purposes, as well as record keeping purposes) creating or maintaining databases, hosting websites, processing transactions, or performing statistical analysis of our Services. Our service providers will be permitted to obtain or have access to only the Personal Information and PMDI they need to deliver the Services. They are required to maintain the confidentiality of the information, use reasonable and appropriate measures to protect it, and are prohibited from using it for any purpose other than for delivering the Services to us in accordance with our instructions and policies.

If you sign up for additional products or services through us that are provided by third parties, or in which third parties are involved, we may share your Personal Information with those third parties as necessary to provide those products or services. In such cases, we will identify the third party that is providing the products or services, inform you that your Personal Information will be transferred to these third parties when you sign up for these products and services, and will provide you a link to their privacy policy.

Some of our service providers, including our affiliates, may be located in the United States of America, Canada, and we may share your information with them for the purposes described above, including to provide technical support. Your information will be subject to the laws of the country in which our service providers are located, which laws may permit law enforcement, government and national security authorities to have access to your information in certain circumstances.

Laws, Legal Proceedings or Potential Legal Proceedings. We may share your information with others as required by, or permitted by, law. This may include sharing your Personal Information and PMDI with governmental entities, or third parties in response to subpoenas, court orders, other legal process, or as we believe is necessary to exercise our legal rights, to defend against legal claims that have been brought against us, or to defend against possible legal claims that we determine in our sole discretion might be brought against us.

Your Comments. If you post a comment to our website, you acknowledge that the information that you choose to post, including any Personal Information that you choose to post, may be available generally to the public.

In Order to Protect Rights, Property, and Safety; and to Report Unlawful Activity. We may also share your Personal Information and PMDI if we

determine, in our sole judgment, that the release of your information may protect the rights, property, or safety of you, us, or another person. We may also report to law enforcement agencies any activities that we believe to be unlawful, or that we believe may aid a law enforcement investigation.

In Cases of Sales, Mergers, or Acquisition. If Xylem becomes involved in a merger, acquisition, or any form of sale of some or all of our assets or business, your information may be provided to the entities and advisors involved, for the purposes of determining whether to proceed with the transaction and, where applicable, concluding the transaction. Your information may be transferred to a successor or assign of all or part of our assets or business, who may use and disclose the information for similar purposes as those described in this Privacy Statement.

In Aggregate Form. We may aggregate your data with the data from other users and use this for future analysis. If we do so, we will de-identify your data so that it cannot reasonably be used to identify you. We may sell to third parties or publish this aggregated, anonymized data.

Third Party Websites and Third Party Collection of Information

Our website or our e-mails may link to third parties' websites, or the websites of Xylem distributors. It is also possible that the websites or e-mails of third parties may link to our website. We are not responsible for the content or the privacy practices employed by third parties. We encourage you to read the privacy policies of third parties before transmitting any Personal Information to them. We do not knowingly allow third parties to collect Personal Information about you through our Services, though we may share information we have collected as provided for in this Privacy Statement.

What About Children's Personal Information?

We do not want, and our Services are not designed to solicit, information from those under the age of majority. Consistent with the United States of America's Children's Online Privacy Protection Act of 1998, we do not knowingly request Personal Information from anyone under the age of 13 without requesting written parental consent.

How Do We Communicate With You and How Can You Reach Us?

You may “opt-out” of receiving certain electronic communications (e.g., emails or texts) or mailings by following the instructions in those communications or mailings or by contacting us at the contact information below, but you may not opt out of the mandatory communications related to your use of the Services.

If we need, or are required, to contact you concerning any event that involves your information we may do so by e-mail, telephone, text, or mail.

To contact us regarding AqWiFi, please contact us at:

If you are in the United State of Americas: (866) 673-0427

If you are in Canada: (888) 488-4033

How and When is the Privacy Statement Updated? How are You Notified of these Changes?

As we continue to improve our Services, we may change this Privacy Statement. If there are changes or additions to this Privacy Statement, we will post those changes here or in other formats for you to review. Each version of this Privacy Statement will be identified at the top of the page by its effective date. We may also notify you by other means, such as sending an email prior to the changes taking effect.

Do Not Track Signals

Some web browsers and devices permit you to broadcast a preference that you not be “tracked” online. At this time we do not modify your experience based upon whether such a signal is broadcast.

YOUR CALIFORNIA PRIVACY RIGHTS

Under California Civil Code sections 1798.83, California residents are entitled to ask us for a notice describing what categories of personal customer information we share with third parties or corporate affiliates for those third parties or corporate affiliates’ direct marketing purposes. That notice will identify the categories of information shared and will include a list of the third parties and affiliates with which it was shared, along with their names and addresses. If you are a California resident and would like a copy of this notice, please submit a written request to the following address:

Attn: Consumer Privacy

2881 East Bayard Street Ext.

Suite A

Seneca Falls, NY 13148

(866) 673-0427

Support@Xylemsales.com

CANADIAN RESIDENTS

The file containing your Personal Information and Pump information will be electronically maintained on our servers or the servers of our service providers, who may be located outside of Canada. Our authorized employees, agents and mandataries who require access to your Personal Information and Pump information to perform their job functions, will have access to this information. To request access to, or correction of, your Personal Information, or if you have any questions or concerns about how we handle your Personal Information, please write to our Customer Service Department, at the address below or call us at 1-888-488-4033.

Attn: Consumer Privacy

2881 East Bayard Street Ext.

Suite A

Seneca Falls, NY 13148

Support@Xylemsales.com