

# CHRONOTRACK LIVE SECURITY, PERFORMANCE, PRIVACY AND DATA MANAGEMENT



Chronotrack is a subsidiary of Lifetime Fitness, NYSE:LTM, and must adhere to the same strict security, performance, privacy and data management policies of the parent company.

## PROGRAM OUTLINES

ChronoTrack takes your security seriously and takes reasonable steps to protect your information. No data transmission over the internet or information storage technology can be guaranteed to be 100% secure. The following is a summary of the measures ChronoTrack takes to protect your information and an explanation of ways we implement these measures for different types of information you may provide to us. ChronoTrack continues to evaluate and implement enhancements in security technology and practices, however we can only take steps to help reduce the risks of unauthorized access. Each individual using the internet can take steps to help protect their information and further minimize the likelihood that a security incident may occur.

### SECURITY STEPS WE HAVE TAKEN:

**Secure Socket Layer (SSL):** ChronoTrack uses SSL (Secure Socket Layer) encryption when transmitting certain kinds of information, such as payment information. An icon resembling a padlock is displayed in most browsers window or address bar during SSL transactions that involve credit cards and other forms of payment. Any time ChronoTrack asks you for a credit card number on ChronoTrack for payment or for verification purposes, it will be SSL encrypted in its transmission to our 3rd party payment gateway, Authorize.net The information you provide will be stored securely on Authorize.net services. Once you choose to store or enter your credit card number on ChronoTrack, it will not be displayed back in entirety for any users. Instead of the entire number, you will only see asterisks and either the first four digits or the last four digits of your number.

### SECURE STORAGE:

ChronoTrack maintains reasonable physical, electronic, and procedural safeguards that comply with federal regulations to protect personal information about you.

### VENDORS AND PARTNERS:

ChronoTrack works with vendors and partners to protect the security and privacy of user information. We host our services on Amazon AWS, who maintain their own procedures and controls to ensure data security. Details can be found at: <https://aws.amazon.com/security/#overview>

### EMPLOYEE AND CONTRACTOR ACCESS TO INFORMATION:

ChronoTrack limits access to personal information about you to those trained employees who we reasonably believe need to come into contact with that information to provide products or services to you or in order to do their jobs.

# UPTIME AND SERVICE LEVEL AGREEMENT

The ChronoTrack Live Service Level Agreement (SLA) is a policy for the use of ChronoTrack Live for the use of registration, scoring and live services per terms in the Customer Agreement. This applies to each account using ChronoTrack Live. We reserve the right to change the terms of this SLA in accordance with the Customer Agreement.

## **SERVICE COMMITMENT:**

ChronoTrack will use commercially reasonable efforts to make ChronoTrack Live available with an Annual Uptime Percentage (defined below) of at least 99.95% during the Service Year.

## **DEFINITIONS AND EXCLUSIONS:**

- “Service Year” is the preceding 365 days from the date of an SLA claim.
- Annual Uptime Percentage measurements exclude downtime resulting directly or indirectly from exclusions provided below.
- If the Annual Uptime Percentage for a customer drops below 99.5% for the Service Year, the customer is not eligible for any financial compensation or credits. The customer may not make any financial claims against ChronoTrack.
- The Service Commitment does not apply to any unavailability due to (i) factors outside of our reasonable control, including any event or internet access or related problems beyond the ChronoTrack Live services; (ii) that result from any actions or inactions of you or any third party; (iii) that result from your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control); (vi) arising from our suspension and termination of your right to use our service in accordance with the Customer Agreement.

# PRIVACY

This policy covers how ChronoTrack treats personal information that ChronoTrack collects and receives, including information related to your past use of ChronoTrack products and services. Personal information is information about you that is personally identifiable like name, address, email address, birth date, or phone number, and that is not otherwise publicly available.

## **INFORMATION COLLECTION AND USE:**

ChronoTrack collects personal information when you register with us, when you use ChronoTrack products or services, when you visit ChronoTrack pages or the pages of certain ChronoTrack partners. When you register with ChronoTrack and sign in to our services, you are not anonymous to us. ChronoTrack strives to provide notifications to users of relevant content in a timely manner but is not responsible for lost or late notifications. ChronoTrack automatically receives and records information on our server logs from your browser, ChronoTrack cookie information, and the pages you request. ChronoTrack uses information for the following general purposes: to customize the advertising and content you see, fulfill your requests for products and services, improve our services, contact you, conduct research, and provide anonymous reporting.

## **INFORMATION SHARING AND DISCLOSURE:**

ChronoTrack does not rent, sell, or share personal information about you with other people or non-affiliated companies except to provide products or services you've requested, when we have your permission, or under the following circumstances: we respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims. We believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of ChronoTrack's terms of use, or as otherwise required by law. ChronoTrack may send you service-related announcements from time to time through the general operation of the service. You may opt out of such emails by clicking the opt out link in the footer of each email, though ChronoTrack reserves the right to send you notice about your account even if you opt out of all voluntary email notifications.

### **CHILDREN UNDER AGE 13:**

ChronoTrack does not knowingly collect or solicit personal information from anyone under the age of 13 or knowingly allow such persons to register. If you are under 13, please do not attempt to use ChronoTrack or send any information about yourself to us, including your name, address, telephone number, or email address. No one under age 13 may provide any personal information to or on ChronoTrack. In the event that we learn that we have collected personal information from a child under age 13 without verification of parental consent, we will delete that information as quickly as possible.

### **CHILDREN BETWEEN THE AGES OF 13 AND 18:**

We recommend that minors over the age of 13 ask their parents for permission before sending any information about themselves to anyone over the internet.

### **COOKIES:**

ChronoTrack may set and access ChronoTrack cookies on your computer. ChronoTrack lets other companies that show advertisements on some of our pages set and access their cookies on your computer. Other companies' use of their cookies is subject to their own privacy policies, not this one. Advertisers or other companies do not have access to ChronoTrack's cookies.

### **LINKS:**

ChronoTrack may contain links to other websites. We are of course not responsible for the privacy practices of other web sites. We encourage our users to be aware when they leave our site to read the privacy statements of each and every web site that collects personally identifiable information. This Privacy Policy applies solely to information collected by ChronoTrack.

### **CONFIDENTIALITY AND SECURITY:**

We limit access to personal information about you to employees who we believe reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs. We have physical, electronic, and procedural safeguards to protect personal information about you. For more information see our Security Statement. Our account information is located on a secured server behind a firewall. When you enter sensitive information we encrypt that information. Because email and instant messaging are not recognized as secure communications, we request that you not send private information to us by email or instant messaging services.

### **CHANGES TO THIS PRIVACY POLICY:**

Your use of ChronoTrack, and any disputes arising from it, is subject to this Privacy Policy as well as our Terms of Use and all of its dispute resolution provisions including arbitration, limitation on damages and choice of law. We reserve the right to change our Privacy Policy and our Terms of Use at any time. Non-material changes and clarifications will take effect immediately, and material changes will take effect within 30 days of their posting on this site. If we make changes, we will post them and will indicate at the top of this page the policy's new effective date. If we make material changes to this policy, we will notify you here, by email, or through notice on our home page. We encourage you to refer to this policy on an ongoing basis so that you understand our current privacy policy. Unless stated otherwise, our current privacy policy applies to all information that we have about you and your account.

## **DATA MANAGEMENT**

ChronoTrack's data management policies and infrastructure provide you with peace of mind knowing your data is completely replicated, backed up and available whenever you need it. Enjoy enterprise class data management. ChronoTrack provides multiple levels of redundancy to ensure you get continuous access to your data, and replication and synchronization across data centers.