

COVE PRIVACY POLICY

Effective Date: September 13, 2013

Welcome to cove! cove is a platform which enables individuals and companies to reserve and use temporary space in various locations around the world.

This Privacy Policy discloses Livelyhood, Inc.'s (doing business as cove) ("cove", "we", "us" or "our") privacy practices and procedures in connection with our provision of temporary space to our members (our "Membership Services") and our website located at www.cove.is and all related sub-domains, tools and services (the "Website"). This privacy notice applies solely to information collected by or in connection with our Membership Services and our Website (collectively, our "Services"). This policy does not apply to the practices of companies other than cove, or to individuals that cove does not employ. We may update this Privacy Policy at any time by posting a new Privacy Policy to our Website at www.cove.is from time to time. Your access and use of our Services is subject to this Privacy Policy, to the separate Terms of Service as is in effect from time to time. You may be a Member or you may be a member of the general public visiting our Website.

What information do we collect and how do we use it?

We collect and store information, including personally-identifiable information ("Personal Information"), that is voluntarily supplied to us by you when registering as a Member, when using our Services or when using the Website. Some such information is required in order for you to register as a Member or to reserve space through our Services. You can choose not to provide us with certain information, but by doing so, you may not be able to take advantage of many of the features and functionality of our Services. We use Personal Information to deliver the Services to you, to improve our Services delivery, including advertising, and to develop analytics and aggregated data that allow us and our partners to provide our Services.

We also collect and store non-personally identifiable information that is automatically generated when you use our Website. We may use "cookies" on this Website. A cookie is a piece of alphanumeric data stored on a Website visitor's hard drive to help us improve your access to our Website and identify repeat visitors to our site. Cookies enable us to customize and enhance the user experience on our Website.

Like many websites, we also may automatically gather certain information about our Website traffic and store it in log files. This information includes Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information, which does not identify individual users, to analyze trends, to administer the Website, and to gather demographic information about our user base. We may link this automatically collected data to Personal Information. IP addresses may be tied to Personal Information to troubleshoot access issues and ban users by IP from certain communities upon appropriate request. We may use a third-party tracking service that uses log files and cookies to track non-Personal Information about visitors to the Website in the aggregate.

We may employ a software technology called clear gifs, also referred to as web beacons or web bugs, that help manage content on the Website by tracking what content is effective. Clear gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We may tie the information gathered by clear gifs to our customers' Personal Information.

We may use clear gifs in our HTML-based emails to let us know which emails recipients have opened. This allows us to gauge the effectiveness of certain communications and the effectiveness of our marketing campaigns. If you would like to opt-out of these emails, please see “Choice and Opt-out.”

We may use embedded scripts, which are programming code that collects information about your interactions with the Website, such as the links you click on. The code is temporarily downloaded onto your computer or other device from our server or a third party provider and is deactivated or deleted when you disconnect from the Website. In addition, we may use a variety of other technologies that collect similar information for security and fraud detection purposes.

With respect to our Members who utilize the wifi network that we make available at our Cove space utilized by Members as part of the Services, we may monitor and store data regarding use of our wifi network and the internet through that network.

We may use the resulting non-personally identifiable information, such as your browser version, IP address, referring domains, pages visited, your mobile carrier, device and application IDs, the nature of your use of the Website and our wifi network and cookie, log file, web beacon and similar information, to improve our Services delivery, including advertising, and to develop analytics and aggregated data that allow us and our partners to utilize our Services and enable us to contact you. Our use of Personal Information and such non-personally identifiable information is subject to the terms of this Privacy Policy.

We also collect and store information about our Members’ reservations and use of space using our Services. You can determine how much of that information is available to other Members or the general public through settings available on our Website from time to time.

Information We Collect To Respond To Your Choices and Requests

Registration.

Members’ access to the Website for use of our Membership Services must be via login credentials (“Login Credentials”) based on the type of access applicable to Your use of the Services. During registration, you are required to complete the registration form and create a user name and password and are required to give truthful contact information (such as name and email address) in accordance with our Terms of Service. We use this information to contact you about the Services in which you have expressed interest.

Order Request

If you generate an order request through our Website for a paid subscription to be a Member, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and mailing address) and You may be required to provide financial information (such as a credit card number and expiration date).

Surveys or Contests

We may provide you the opportunity to participate in contests or surveys on our Website. If you participate, we will request certain personally identifiable information from you. The requested information typically includes contact information (such as name and mailing address) and demographic information.

We may use this information to notify contest winners and award prizes, to monitor site traffic, or to personalize the site (in the case of anonymous information collected in surveys).

We may partner with third parties to offer you surveys, contests, products and services on our Website or through our Services. When you participate in such surveys or contests, or purchase such products and services, you authorize us to share information about you, including personally identifiable information, with such third parties. If you have any questions or concerns regarding how such third parties use your information, please consult the applicable third party's privacy policy. You agree that we will not be responsible or liable for any loss or damage incurred in connection with our partnership with such third parties, their activities on our Website, and the sharing of your information with such third parties.

Website Submissions

If you choose to post messages or content to our Website, we may collect the information you provide. We may retain this information as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law.

Communication from Us or the Website

Special Offers and Updates

We may occasionally send you information on products, services, special deals, and promotions. You can sign up for these emails from us on our registration page.

Out of respect for your privacy, we present the option not to receive these types of communications. Please see the "Choice and Opt-out" section below.

Service-Related Announcements

We will send you strictly service-related announcements on rare occasions when it is necessary to do so. For instance, if our Website is temporarily suspended for maintenance or if there is an issue with the location of your reserved space, we might send you an email.

Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account.

Customer Service

Based upon the personally identifiable information you provide us, we may send you a welcoming email to verify your username and password. We will communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes. You may contact customer service at cove@cove.is

ID and Address Verification

We may use a third party to verify your identity and address for mailing purposes.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your Personal Information without your consent. However we may share your Personal Information in situations described below:

- We may release your Personal Information to authorized agents who are employed by us to perform tasks on our behalf and need to share information with them to provide products and services to you. Unless we communicate with you differently, our authorized agents do not have the right to use any Personal Information we share with them beyond what is necessary to work with us. You hereby consent to our sharing your Personal Information for the above purposes.
- We may disclose your name and employer to the owner of the building in which you reserve space using our Services.
- Some Personal Information, such as users' names, and location that is listed in your Member profiles or derived from IP addresses may be publicly visible to other users on the Website or to the web. You can always choose what information is made public by changing your privacy settings on the Website.
- We believe it is necessary to investigate potential violations of our Terms of Service, to enforce those agreements, to comply with law or to protect ours or others rights, property, or safety.
- If we or our business are acquired, your non-personal information and your Personal Information would be transferred to the buyer as part of that transaction, provided that the conditions of this Privacy Policy would continue to apply.
- Except as described above, we may release your Personal Information to third parties with your consent. You will be notified when your Personal Information may be shared with consent, and you will have the ability to prevent us from sharing this information in this manner.

We may also provide non-personally identifiable information, or aggregated information that does not identify you, to other parties for marketing, advertising, or other uses.

We may provide you the opportunity to 'opt-out' of having your personally identifiable information used for certain purposes, when we ask for this information. For example, if you purchase a product/service but do not wish to receive any additional marketing material from us, you can indicate your preference on our order form.

If you no longer wish to receive our promotional communications, you may opt-out of receiving them by following the instructions included in each newsletter or communication or by emailing us at cove@cove.is

Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our Website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. This Privacy Policy applies only to information collected by the Website. Nonetheless, we seek to protect the integrity of our Website and welcome any feedback about these sites.

Information You Post to Other Sites or Disclose to Others

Please keep in mind that whenever you voluntarily make your Personal Information or other private information available for viewing by third parties online - for example on blogs, discussion forums, or other community posting or social networking sites – or where you disclose Personal Information to others in interactions in our spaces- that information can be seen, collected and used by others besides us. We cannot be responsible for any unauthorized third-party use of such information.

Information Security

cove is committed to protecting the security and privacy of your information stored by us. All data gathered on this Website is stored in a secure, password protected database. Only we and our hosting provider have access to this database. We will protect Personal Information by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. While all standard security protections are implemented by us and our hosting providers, we cannot guarantee the physical or electronic security of the servers and databases on which this Website is hosted.

Minors

Our Website is not directed to people under 18 years of age. If you become aware that your child has provided us with Personal Information without your consent, please contact us at cove@cove.is. We do not knowingly collect Personal Information from children under 18. If we become aware that a child under 13 has provided us with Personal Information, we take steps to remove that information and terminate the applicable account.

Terms of Service

For Members and the general public user of our Website, please see our Terms of Service as may be in effect from time to time, establishing the use, disclaimers, and limitations of liability governing our Services and the use of our Website.

Your Consent

By using the Website or our Membership Services, you consent to our latest Privacy Policy.

Changes to our Privacy Policy

cove may update this Privacy Policy from time to time. If we decide to change our Privacy Policy, we will post those changes on this page, and update the Privacy Policy modification date at the top of this page. If you have questions or concerns regarding our Privacy Policy, please contact us at: cove@cove.is.

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