Lumelight
1829 Reisterstown Road
Suite 100
Pikesville, MD 21208

PRIVACY POLICY

Last Updated: September 22, 2026
Last Reviewed: September 22, 2026

Compliance Holdings, LLC d/b/a Lumelight ("Lumelight," "we," "us," or "our") is committed to protecting the privacy and security of personal information.

This Privacy Policy describes how we collect, use, disclose, and protect personal information when you visit or use our websites, customer portals, applications, and other online services that link to this Privacy Policy (collectively, the "Services").

This Privacy Policy does not necessarily apply to personal information that Lumelight processes on behalf of its clients in providing contracted services. Our handling of such information may be governed by our agreements with those clients, including, where applicable, business associate agreements or other data protection terms.

1. Information We Collect

The personal information we collect depends on how you interact with us and the Services you use.

Information You Provide to Us

We may collect personal information that you voluntarily provide when you:

- create or maintain an account or user profile;
- register for or access a customer portal or other Service;
- complete or submit forms through the Services;
- request information about our products or services;
- subscribe to communications;
- communicate with us, including through email or online forms; or
- otherwise provide information to us through the Services.

Depending on the interaction, this information may include your name, business contact information, employer or organization, account credentials, and other information you choose to provide. If you choose not to provide certain information, we may be unable to provide some features or Services.

Information Collected Automatically

When you use the Services, we may automatically collect certain information about your device and your use of the Services. This may include your IP address, browser and device characteristics, operating system, referring URLs, approximate location derived from your IP address, and information about when and how you use the Services.

We may collect this information through cookies, web beacons, pixels, server logs, and similar technologies.

Information We Receive Through the Services

Depending on the Service, we may also receive personal information from our clients, business partners, service providers, or other third parties.

When Lumelight processes personal information on behalf of a client in connection with contracted services, our handling of that information may also be governed by our agreement with the client, including, where applicable, a business associate agreement or other data protection terms.

2. How We Use Personal Information

Depending on how you interact with us, we may use personal information to:

- provide, operate, maintain, and improve the Services;
- create, administer, and authenticate accounts;
- provide products or services requested by you or our clients;
- respond to inquiries and provide customer or technical support;
- communicate with you about the Services;
- send marketing or promotional communications, where appropriate;
- personalize and improve your experience;
- understand how the Services are used and perform analytics;
- maintain the security and integrity of our Services;
- detect, investigate, and prevent fraud, misuse, security incidents, or other potentially prohibited or unlawful activity;
- enforce our agreements, policies, and terms;

- comply with applicable legal and regulatory requirements and respond to lawful requests; and
- evaluate or complete a merger, acquisition, financing, restructuring, sale of assets, or similar business transaction.

We may also use information for other purposes disclosed to you when the information is collected or as otherwise permitted by law.

3. How We Disclose Personal Information

We may disclose personal information in the following circumstances:

Service Providers. We may disclose information to vendors, consultants, contractors, and other service providers that perform services on our behalf, such as hosting, technology support, analytics, communications, and other business operations.

At the Direction of Our Clients. When we process information in connection with services provided to a client, we may disclose information as directed or authorized by that client and in accordance with the applicable agreement.

Legal and Compliance Purposes. We may disclose information when we believe disclosure is required or appropriate to comply with applicable law, regulation, legal process, or governmental request; enforce our agreements or policies; protect our rights or property; or protect the rights, property, or safety of others.

Business Transactions. We may disclose or transfer information in connection with a merger, acquisition, financing, reorganization, sale of assets, bankruptcy, or similar transaction or proceeding.

We may also disclose information with your consent, at your direction, or as otherwise described when the information is collected.

4. Cookies and Similar Technologies

We may use cookies and similar technologies to operate the Services, remember preferences, understand how the Services are used, improve functionality and performance, support marketing and advertising activities, and support other business purposes.

Some cookies and similar technologies may be provided by third-party service providers that provide analytics or other functionality to us.

Most browsers allow you to manage or disable cookies through your browser settings. Disabling certain cookies may affect the availability or functionality of portions of the Services.

5. Data Retention

We retain personal information for as long as reasonably necessary for the purposes for which it was collected or processed, including to provide the Services, maintain appropriate business and transaction records, comply with our contractual obligations, satisfy legal, regulatory, accounting, or reporting requirements, resolve disputes, and enforce our agreements.

Retention periods may vary depending on the type of information, the applicable Service, our relationship with you or our client, and applicable legal or contractual requirements.

When personal information is no longer reasonably necessary for these purposes, we may delete, anonymize, or otherwise dispose of it in accordance with our applicable policies and legal obligations.

6. Data Security

We maintain administrative, technical, and organizational safeguards designed to protect personal information against unauthorized access, use, alteration, or disclosure.

However, no method of electronic transmission or storage is completely secure, and we cannot guarantee the absolute security of personal information.

7. Your Choices and Privacy Rights

Depending on your relationship with Lumelight and applicable law, you may have rights or choices regarding your personal information, including the ability to request access to, correction of, or deletion of certain personal information.

If you maintain an account through one of our Services, certain information may also be available for review or modification through the applicable account or administration features.

You may opt out of marketing emails by using the unsubscribe link included in those communications. Opting out of marketing communications will not prevent us from sending communications related to your account, transactions, or use of the Services.

You may also manage cookies and similar technologies through your browser settings.

To submit a privacy-related request, contact us at legal@lumelight.com. Certain requests may be subject to verification, exceptions, or limitations under applicable law. If Lumelight processes the information solely on behalf of one of our clients, we may direct your request to that client or assist the client in responding as appropriate.

8. Children's Privacy

The Services are not directed to children under 13, and we do not knowingly collect personal information directly from children under 13 through the Services.

If we learn that we have collected personal information directly from a child under 13 in circumstances requiring parental consent, we will take appropriate steps to delete the information.

If you believe a child under 13 has provided personal information to us through the Services, please contact us at legal@lumelight.com.

9. International Users

Lumelight is based in the United States. If you access the Services from outside the United States, your personal information may be transferred to, stored in, or processed in the United States or other jurisdictions where Lumelight or its service providers operate. Those jurisdictions may have data protection laws that differ from the laws in your jurisdiction.

10. State-Specific Privacy Rights

Residents of certain U.S. states may have additional rights regarding their personal information under applicable state privacy laws. Depending on the applicable law, these rights may include rights to access, correct, delete, or obtain a copy of certain personal information or to opt out of certain uses or disclosures of personal information.

The availability of these rights depends on a number of factors, including the applicable law, the nature of the information, and Lumelight's relationship with you.

California residents may review our California Consumer Privacy Statement for additional information about Lumelight's privacy practices and their rights under the California Consumer Privacy Act ("CCPA"), as amended.

Residents of other states may contact us at legal@lumelight.com to submit a request concerning applicable state privacy rights. We may need to verify your identity before processing a request and may deny or limit a request where permitted by law.

If Lumelight processes personal information on behalf of one of our clients, the client may be responsible for responding to requests regarding that information. In those circumstances, we may direct you to the applicable client.

11. Third-Party Websites

The Services may contain links to websites or online services operated by third parties. Lumelight is not responsible for the privacy, security, or other practices of those third parties.

We encourage you to review the privacy notices of third-party websites and services before providing personal information to them.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our practices, Services, or applicable requirements.

When we update this Privacy Policy, we will update the “Last Updated” date above. If changes are material, we may provide additional notice as appropriate or required by law.

We encourage you to review this Privacy Policy periodically.

13. Contact Us

If you have questions, comments, or concerns regarding this Privacy Policy or Lumelight's privacy practices, please contact us at:

Compliance Holdings, LLC d/b/a Lumelight
1829 Reisterstown Road
Suite 100
Pikesville, MD 21208

Email: legal@lumelight.com