

Last Updated: October 28, 2025

## **Privacy Policy**

### **Introduction**

KETOS, INC., a Delaware corporation ("KETOS," "we," "us," or "our"), is committed to protecting your privacy. This Privacy Policy describes how we collect, use, maintain, and disclose personal information about you. This Privacy Policy applies to: Our primary website at [www.ketos.co](http://www.ketos.co), our KELP e-commerce platform at [ketos.co/kelp-lab](http://ketos.co/kelp-lab), our customer portal at [ktplatformservices.com](http://ktplatformservices.com) and related domains and subdomains (collectively, the "Site") as well as to email communications, our marketing activities and interactions through social media and other channels (collectively, our "Services")

KELP (KETOS Environmental Laboratory Platform) includes: Water testing laboratory services, Laboratory Information Management System (LIMS), an online e-commerce platform for ordering water tests, Customer portal to view results and manage orders; Integration with KETOS IoT water monitoring platform; Cloud-based data storage and analysis; Technical support and customer service; Training on platform usage and water quality interpretation. KELP-specific terms will be provided during onboarding and are available in the customer portal. Kelp Platform Terms of use will be available at: <https://ketos.co/privacy-policy>

This Privacy Policy is global in nature and applies to personally identifiable information from or about an individual ("Personal Information") that we may collect from you.

This Privacy Policy does not apply to any products, services, websites, or content that are offered by third parties ("Third Party Services"), which are governed by their respective privacy policies.

IF YOU DO NOT AGREE WITH OUR POLICIES AND PRACTICES, YOU SHOULD ELECT NOT TO USE OUR SERVICES. BY ACCESSING OR USING OUR SITE OR SERVICES, YOU AGREE TO THIS PRIVACY POLICY AS WELL AS THE TERMS APPLICABLE TO THE KELP PLATFORM AVAILABLE AT: [HTTPS://KETOS.CO/PRIVACY-POLICY](https://ketos.co/privacy-policy). THIS PRIVACY POLICY MAY CHANGE FROM TIME TO TIME. YOUR CONTINUED USE OF OUR SITE OR SERVICES AFTER WE MAKE CHANGES IS DEEMED TO BE ACCEPTANCE OF THOSE CHANGES, SO PLEASE CHECK THIS PRIVACY POLICY PERIODICALLY FOR UPDATES.

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### **What Information We Collect**

You do not need to provide any information to merely visit the Site.

The type of information you provide to us depends on the nature of your interaction with the Site and our Services.

Information Users provide to us:

When Users visit the Site, Users may provide information to us directly. For example, when a User:

- Requests a demo on the Site, we may collect information such as name, phone number, company, industry and email address.
- Places an order, we may collect the User's name, email address, phone number, shipping and billing addresses, payment information, and information about the User's purchase.
- Signs up for email updates, we may collect the User's email address, name, company, and marketing preferences.
- Fills out a form, completes a survey, or contacts KETOS, we may collect the User's name, email address, and contents of their communication.
- Applies for employment, we may collect background and professional and education information.

- Files and Documents You Upload

In certain areas of our platform, you may upload files and documents. We permit limited uploads of:

- Sample metadata and testing parameters related to your water tests
- Support ticket attachments when you contact our customer support team
- Documents for communication with our customer support staff

When you upload files, we collect and store the file contents along with information about when and where the upload occurred. Please be careful not to upload sensitive personal information beyond what's necessary for your request. We recommend not including passwords, financial information, or other confidential data in these uploads.

We do not operate bulletin boards or other on-line forums.

Information collected automatically:

In addition to information that you choose to submit to us, we and/or our service providers may automatically collect and/or store certain information when you visit or interact with the Site ("Usage Information") We, our service providers, and our business partners may automatically collect information about Users and their computers or devices whenever they interact with our Site or emails. This information may include browser name, IP address, device identifier, operating system, general location information (such as city, state), and information about the User's interactions with the Site or email, such as pages viewed and links clicked. This information is collected using cookies, browser web storage, web beacons, and similar technologies.

Information from Third-Party Integrations

Our Site may include features that integrate with third-party websites or applications. When you use these features, the third-party provider may share information with us. Third parties may retain information you provide or that is collected through these integrations. Their privacy practices are governed by their own privacy policies, not ours. We do not control these third-party services, and we may not have access to all communications through these platforms.

Before using any third-party tools or services on our Site, please review the applicable third-party privacy policy. You are responsible for understanding how third parties handle your information.

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### **Cookies and other Tracking Technologies**

We may use various methods and technologies to store or collect Usage Information ("Tracking Technologies"). Tracking Technologies may set, change, alter or modify settings or configurations on your Device. A few of the Tracking Technologies used on the Site, include, but are not limited to, the following (as well as future-developed tracking technology or methods that are not listed here):

- **Cookies.** A cookie is a file placed on a Device to uniquely identify your browser or to store information on your Device. Our Site may use HTTP cookies, HTML5 cookies, Flash cookies and other types of cookie technology to store information on local storage. We do not use cookies for tracking purposes.
- **Web Beacons.** A Web Beacon is a small tag (which may be invisible to you) that may be placed on our Site's pages and messages. We may use web beacons for tracking purposes.

- **Embedded Scripts.** An embedded script is programming code that is designed to collect information about your interactions with the Site, such as the links you click on.

**Etag, or entity tag.** An Etag or entity tag is a feature of the cache in browsers. It is an opaque identifier assigned by a web server to a specific version of a resource found at a URL.

- **Browser Fingerprinting.** Collection and analysis of information from your Device, such as, without limitation, your operating system, plug-ins, system fonts and other data, for purposes of identification.
- **Recognition Technologies.** Technologies, including application of statistical probability to data sets, which attempt to recognize or make assumptions about users and devices (e.g., that a user of multiple devices is the same user).

We may use Tracking Technologies for a variety of purposes, including:

- To allow you to use and access the Site, including for the prevention of fraudulent activity and improved security functionality;
- To assess the performance of the Site, including as part of our analytic practices or otherwise to improve the content, products or services offered through the Site;
- To offer you enhanced functionality when accessing the Site, including identifying you when you sign into our Site or keeping track of your specified preferences or to track your online activities over time and across third-party sites; and
- to deliver targeted advertising, including content relevant to your interests on our Site and third party sites based on how you interact with our content. Currently we do not engage in these activities.

Users can opt-out of certain Google®-related tracking technology and customize the Google® Display Network ads that they receive, by visiting the Google® Ads Settings at: <http://www.google.com/settings/ads>. Google® also recommends installing the Google® Analytics Opt-out Browser Add-on for your web browser, which is available here: <https://tools.google.com/dlpage/gaoptout>. To the greatest extent permissible under applicable law, we are not responsible for the tracking practices of third-parties in connection with the Site.

Google® is a registered trademark of Alphabet, Inc. ("Google"). Please be advised that we are not in any way affiliated with Google, nor are the Services endorsed, administered or sponsored by Google.

To learn more about how to opt out of the Google Marketing Platform's use of cookies, visit the opt-out page, here [<https://support.google.com/ads/answer/2662922?hl=e>].

To learn more about how to opt out of Meta/Facebook Pixels, please see [https://www.facebook.com/privacy/policies/cookies/?entry\\_point=cookie\\_policy\\_redirect&entry=0](https://www.facebook.com/privacy/policies/cookies/?entry_point=cookie_policy_redirect&entry=0) (Facebook)

If you would like more information about behavioral advertising practices, go to the Digital Advertising Alliance's WebChoices tool at [www.aboutads.info](http://www.aboutads.info). To learn about your choices in connection with these practices on the particular device on which you are accessing this Privacy Policy, please visit <http://www.networkadvertising.org/choices> and <http://www.aboutads.info/choices>.

You may also click on the informational icon contained within each interest-based ad. We do not control these opt-out links or whether any particular company chooses to participate in these opt-out programs. We are not

responsible for any choices you make using these mechanisms or the continued availability or accuracy of these mechanisms.

You may opt out of receiving this advertising by visiting <https://app.retention.com/optout>.

Please note that even if you exercise the opt-out choices above, you may continue to receive advertisements, for example, ads based on the particular website you are viewing (e.g., contextually based ads). Also, if your browser (like some Safari browsers) is configured to reject opt-out cookies when you opt out on the DAA or NAI websites, your opt-out may not be effective.

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### **Why We Collect Personal Information**

We may use your Personal Information for various purposes, including:

- To improve our Site: We may use feedback Users provide to improve our products and services.
- To evaluate and process a User's request for employment.
- To process orders or other transactions: We may use the information a User provides when placing an order to process and fulfill that order.
- To run a promotion, contest, or survey.
- To send marketing emails. We may send you marketing emails as permitted by law. Users can opt out of these marketing emails as described in User Choices.
- To communicate with Users. We may contact a User to send them notifications about their account and to respond to their inquiries, questions, and/or other requests.
- To post user testimonials and feedback: We may publish testimonials and comments from Users who have had positive experiences with KETOS. When we publish this content, we will identify our Users by their first name and last initial and may also indicate their home city. We will obtain the User's consent prior to posting their name along with the testimonial.
- For compliance, fraud prevention, and safety: We may use personal information and disclose it to law enforcement, government authorities, and private parties as we believe necessary or appropriate to: (a) protect our, a User's or others' rights, privacy, safety or property (including by making and defending legal claims); (b) enforce the terms and conditions that govern the Service; and (c) protect, investigate and deter against fraudulent, harmful, unauthorized, unethical or illegal activity; and (d) to comply with applicable laws, lawful requests, and legal process, such as to respond to subpoenas.
- With consent: In some cases, we may specifically ask for consent to collect, use or share personal information and will collect, use or share such information in accordance with such authorizations.
- For purposes disclosed at the time you provide your information or as otherwise set forth in this Privacy Policy.

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### **KELP Laboratory Services Data Confidentiality and Protection**

For laboratory testing services provided through KELP, all sample data, test results, and chain of custody information are maintained in strict confidence and are only accessible to authorized personnel and the submitting client. Laboratory data handling procedures comply with ISO/IEC 17025:2017 and TNI standards as documented in our Quality Manual. Laboratory test results are transmitted securely through our customer portal and are protected with access controls requiring unique user credentials. We maintain these records in accordance with applicable environmental regulations and accreditation requirements.

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## When We Disclose Information

We may disclose your Personal Information in the following circumstances:

(a) **To Third Parties Providing Services to KETOS.** We may use Third-Party Service Providers to perform certain services on behalf of us or the Site or Services, such as: (i) creating and updating Site functionality; (ii) billing or processing credit cards, and/or electronic or manual payments; (iii) assisting us in Site operations; (iv) managing a database of customer information; (v) hosting the Site and improving performance of the Sites; (vi) designing and/or operating the Site's features; (vii) tracking the Site's activities and analytics, including marketing and market research; (viii) data enhancement (to learn more about our customers); (ix) providing customer support such as technical support, (x) enabling us and/or third parties to send you special offers or perform other administrative services, such as customer service, security, tech and operational support; and (xi) other services designed to assist us in maximizing our business potential.

Without limiting the foregoing, with your permission, we may share your Personal Information with those Third-Party Service Providers by whom you request to be contacted. These Third-Party Service Providers may use your Personal Information to offer you products and/or services, and for any other lawful purposes, subject to any restrictions contained herein. The information that you supply directly to any Third-Party Service Provider shall be governed by the applicable Third-Party Service Provider's privacy policy.

We may provide these vendors with access to user information to carry out the services they are performing for you or for us. Those vendors may have additional or different privacy policies and/or privacy notices. You should be sure that you read and agree to those policies and Terms.

We currently use the following third-party providers: AWS for Cloud hosting (AWS) - Qbench for LIMS software and QBO for payment processing.

(b) **To Protect the Rights of KETOS and Others.** To the fullest extent permitted by applicable law, we may also disclose your information when required to by law or if we believe in good faith that doing so is necessary or appropriate to: (i) protect or defend the rights, safety or property of KETOS, its affiliates, third parties or the general public; or (ii) to respond to claims that any content violates the rights of a third party. This includes exchanging information with other companies and organizations for fraud prevention, spam/malware protection, and other similar purposes. To the fullest extent permitted by applicable law, we have complete discretion in electing to make or not make such disclosures, and to contest or not contest any requests for such disclosures, all without notice to you.

(c) **Disclosure to Law Enforcement** We reserve the right to release current or past personal information: (i) in the event that we believe that the Services are being or have been used to commit unlawful acts; or (ii) if the information is subpoenaed or requested pursuant to any court order or lawful request by public authorities, including to meet national security or law enforcement requirements; provided, however, that, where permitted by applicable law, we shall provide you with e-mail notice, and opportunity to challenge the subpoena/court order, prior to disclosure of any personal information pursuant to a subpoena.

(d) **In connection with a Business Transfer.** We also reserve the right to disclose and transfer all information: (i) to a subsequent owner, co-owner or operator of the Site and/or our Services; or (ii) in connection with a merger, consolidation, restructuring, the sale of substantially all of our interests and/or assets or other corporate change, including during any due diligence process; or (iii) if we are the subject of bankruptcy proceedings; provided, however, that if we are involved in a bankruptcy proceeding, merger, acquisition or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on the Site of any change in ownership or uses of your personal information, as well as any choices that you may have regarding your personal information..

(e) **To Affiliates of KETOS.** We may provide information to affiliates and nonaffiliated third parties who perform services or functions for us in conjunction with our services to you, but only if we have a contractual agreement with

the other party which prohibits them from disclosing or using the information other than for the purposes for which it was disclosed. For example, integration with existing KETOS IoT platform may involve data sharing between systems for comprehensive water quality monitoring.

(f) **On the Basis of Consent.** Where you provide consent, we share your information as described at the time of consent, such as when authorizing a third-party application or website to access your KETOS account or participating in promotional activities by KETOS partners or third parties.

(g) **Marketing.** As explained in the Marketing Information section above, we also may share your information, including your Personal Information, with our affiliates and other third parties, such as companies with whom we have marketing or other relationships, for direct marketing purposes. In addition, we may share the information we have collected about you, including Personal Information, as disclosed at the time you provide your information and as described in this Privacy Policy.

(h) **For Internal Business Processes and Promotion.** Where permissible under applicable law, we may use certain information about you, such as your email address, de-identify it, and share it with social media platforms, to generate leads, drive traffic to KETOS, or otherwise promote our products and services.

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### Integrating Social Networking Services

One of our unique features allows you to access the Services via various social networking **services like Facebook, LinkedIn, X, YouTube and Instagram** (“Social Networking Service(s)”). By directly integrating these services, we make your online experiences richer and more personalized. To take advantage of this feature, we will ask you to log into or grant us permission via the relevant Social Networking Service. When you add a Social Networking Services account to the Services or log into the Services using your Social Networking Services account, we will collect relevant information necessary to enable the Service to access that Social Networking Service and your data contained within that Social Networking Service. As part of such integration, the Social Networking Service will provide us with access to certain information that you have provided to the Social Networking Service, and we will use, store and disclose such information in accordance with this Privacy Policy.

Because we use social media plugins, if you visit our Site while logged in to a social networking account, personally identifiable information about your browsing activities on this Site may be transferred to the third party who operates that account. When Users visit or interact with our pages on those platforms, the platform provider’s privacy policy will apply to those interactions and their collection, use and processing of personal information. Users or the platforms may provide us with information through the platform, and we will treat such information in accordance with this Privacy Policy.

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### Aggregated Anonymized information

We may aggregate, combine, de-identify, and anonymize information you provide so it can no longer be linked back to you. Once data is anonymized this way, it's no longer considered personal information. We may use and share anonymized data for many purposes, including: Industry research and analytics to understand trends in water quality and testing; Service improvement and optimization to make our platform better; Development of benchmarks and standards for water quality and testing practices; Internal business analytics to understand how our services are performing; Research and marketing purposes to advance our industry knowledge; Other business purposes as we see fit

We may share anonymized data with our affiliates and related companies; third-party partners and service providers; advertisers and promotional partners; and other organizations for research and analytics purposes.

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## Your Rights and Choices About the Personal Information We Collect

You have several ways to manage your personal data with us:

### Self-Service Options:

- Use data management tools in your customer portal
- Adjust your communication preferences directly in your account settings
- Review and edit your registration information anytime in your account dashboard

### Request Data Access:

- Email us at [support@ketos.co](mailto:support@ketos.co)
- Submit a formal data subject access request through our web form

## What to Know When You Share Information

When filling out forms on our website or using our services, you can choose what information to include. We recommend thinking carefully about what personal details you want to share with us.

### After You Delete or Update Information

- Even after you delete or update your information in our services, keep in mind that:
- We may keep backup copies on our servers for a period of time before they're fully removed
- Information that appears on public profiles may be cached by search engines or archived by third parties beyond our control—these versions won't update immediately when you make changes

## Marketing Communications

We use cookies and similar technologies to help us understand your preferences and send you relevant communications. You can opt out of marketing emails anytime by visiting: <https://app.retention.com/optout>

Important: If you opt out of marketing emails, we'll still send you administrative messages about your account and your use of our services. These messages are essential and you cannot opt out of them.

## Timeline for Requests

We'll do our best to process your privacy requests as quickly as possible and in accordance with applicable laws.

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## Retention of Personal Information

We retain Personal Information that you provide to us where we have an ongoing legitimate business need to do so (for example, as long as is required in order to contact you about our Services, or as needed to comply with our legal obligations, resolve disputes and enforce our agreements).

Generally, upon request or at account termination, your Personal Information is deleted within 30-90 days, except where retention is required by law.

Because of the nature of our work, we may need to keep certain records longer than usual: Environmental reporting compliance may require us to retain specific records for extended periods; Sample documentation requires us to

maintain detailed chain of custody records following specific data handling protocols; and Regulatory and quality assurance needs may require we keep data for audit purposes.

We regularly review collected data and set data retention policies in order to delete data in accordance with contractual agreements, legal obligations and applicable data protection laws.

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### **Children's Privacy**

Protecting children's privacy is important to us. For that reason, no part of our Site is targeted to attract anyone under the age of 13. However, we may collect information about children under the age of 13 when their parent or guardian provides it to us for a particular purpose. We do not solicit this information from the child directly.

If you believe we have information regarding a child under the age of 13 that you have not authorized, you may contact us at the contact information at the end of this Privacy Policy to request that we delete it.

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### **Visitors to the Site Outside of the United States**

If you are visiting the Site from a location outside of the U.S., your connection will be through and to servers located in the U.S. Information you receive from the Site will be created on servers located in the U.S., and information you provide will be maintained on web servers and systems located within the U.S. The data protection laws in the United States may differ from those of the country in which you are located, and your information may be subject to access requests from governments, courts, or law enforcement in the United States according to laws of the United States. By using the Site or providing us with any information, you consent to the transfer to, and processing, usage, sharing and storage of your information in the United States as set forth in this Privacy Policy.

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### **Updating Personal Information**

We prefer to keep your Personal Information accurate and up to date. If you would like to change your contact information, please contact us as set forth above.

If so, we will make good faith efforts to make requested changes in our then active databases as soon as reasonably practicable (but we may retain prior information as business records). Please note that it is not always possible to completely remove or delete all your information from our databases and that residual data may remain on backup media or for other reasons, such as a legitimate business reason.

In addition, please note that if you implement a deletion request but later sign up for information or Services, your most recent request will control our information relationship with you.

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### **Links**

For your convenience, the Site(s) and this Privacy Policy may contain links to other websites. KETOS is not responsible for the privacy practices including their use of AI, advertising, products, services, or the content of such other websites. None of the links on the Site(s) should be deemed to imply that KETOS endorses or has any affiliation with the links.

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## Security

We incorporate commercially reasonable safeguards to help protect and secure your Personal Information. However, no data transmission over the Internet, mobile networks, wireless transmission, or electronic storage of information can be guaranteed 100% secure. As a result, we cannot guarantee or warrant the security of any information you transmit to or from our Site, and you provide us with your information at your own risk.

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## Global Privacy Control

At this time, we do not recognize and honor Global Privacy Control (“GPC”) for U.S.- based users; if GPC is enabled, we would recognize this as an “opt out of the sale or sharing of personal information” or as an “opt out of targeted advertising and the sale of personal data” request (non-California U.S. residents).

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## Do Not Track

Do Not Track (“DNT”) is a web browser setting that requests that a web application disable its tracking of an individual user. When you choose to turn on the DNT setting in your browser, your browser sends a special signal to websites, analytics companies, ad networks, plug in providers, and other web services you encounter while browsing to stop tracking your activity. Various third parties are developing or have developed signals or other mechanisms for the expression of consumer choice regarding the collection of information about an individual consumer’s online activities over time and across third-party websites or online services (e.g., browser do not track signals), but there is no universally-agreed upon standard for what a company should do when it detects a DNT signal. Currently, we acknowledge Do Not Track signals but note that our platform's essential functionality requires certain tracking mechanisms for security and service delivery.

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## International Data Transfers

Because KETOS works with global companies and technologies, we may transfer your Personal Information outside of the country in which it was originally provided. This may include transfers to third parties, such as developers, service providers or affiliated entities who are location outside the United States where data protection laws may not offer the same level of protection as those in the U.S. When we transfer personal data outside of these areas, we take steps to make sure that appropriate safeguards are in place to protect your Personal Information.

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## Changes to our Privacy Policy.

We may update our Privacy Policy from time to time. When we make changes, we'll let you know through multiple channels:

- On our Site: We'll post the updated policy with a clear "last updated" date
- By email: We'll send a notification to your registered email address
- In your account: If the changes are material, you'll see a notification the next time you log in

Policy changes become effective on the date we post them. We recommend checking back regularly to stay informed about any updates.

## Why This Matters

How we use your information may evolve as our services grow and as laws change. Staying aware of these updates helps you make informed decisions about your privacy. If you have concerns about a policy change, please don't hesitate to contact us.

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### **Contact Us**

To comment or ask questions about this Privacy Policy and our data practices, or if you need to update, change or remove your information, or appeal our refusal to honor your exercise of your rights with respect to your Personal Information, contact us as follows:

- Email: [support@ketos.co](mailto:support@ketos.co)
- Use the Web form in <https://ktplatformservices.com>
- Write to us at 111 W. San Antonio Street, Suite #125 New Braunfels, TX 78130

### Your State Privacy Rights

State consumer privacy laws may provide their residents with additional rights regarding our use of their personal information. **Please note that we do not sell personal information.**

To learn more about California residents' privacy rights, please see "Your California Privacy Rights" below.

To learn more about Nevada residents' privacy rights, please see "Your Nevada Privacy Rights" below.

Numerous states, including Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Kentucky, Illinois, Montana, Nebraska, New Hampshire, Oregon, Tennessee, Texas, Utah, and Virginia provide (now or in the future) their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Correct inaccuracies in their personal information, taking into account the information's nature processing purpose (excluding Iowa and Utah).
- Data portability.
- Opt-out of personal data processing for:
  - targeted advertising (excluding Iowa);
  - sales; or
  - profiling in furtherance of decisions that produce legal or similarly significant effects (excluding Iowa and Utah).
- Either limit (opt-out of) or require consent to process sensitive personal data.

The exact application and scope of these rights may vary by state. To exercise any of these rights please contact us using the information specified in the "Contact Us" section above.

### Your California Privacy Rights

This section applies only to California residents. We are a "business" under the California Consumer Privacy Act, as amended by the California Privacy Rights Act, and implementing regulations (collectively, "CCPA"). However, as of the effective date of this Privacy Policy, we do not meet the criteria for businesses required to comply with CCPA.

Under California's Shine the Light law (California Civil Code Section 1798.83), California residents may ask companies with whom they have formed a business relationship primarily for personal, family or household purposes to provide the names of third parties to which they have disclosed certain personal information (as defined under the Shine the Light law) during the preceding calendar year for their own direct marketing purposes and the categories of personal information disclosed. You may send us requests for this information to [info@ketos.co](mailto:info@ketos.co).

In your request, you must include the statement "Shine the Light Request," and provide your first and last name and mailing address and certify that you are a California resident. We reserve the right to require additional information to confirm your identity and California residency. Please note that we will not accept requests via telephone, mail, or facsimile, and we are not responsible for notices that are not labeled or sent properly, or that do not have complete information.

### Your Nevada Privacy Rights

If you are a Nevada resident, you have the right to request certain information from us regarding the collection and sale of your personal information (as defined in Nevada Revised Statutes 603A.320) during your visit to our websites or when you otherwise interact with us online. If you have sought or acquired, by purchase or lease, any goods or services for personal, family, or household purposes from the KETOS Site, you may ask us to disclose whether we have sold (for monetary consideration) certain information about you (including your first and last name, physical address, email address, telephone number, an identifier that allows you to be contacted either physically or online, or other contact information that allows us to identify you personally).

As a Nevada resident, you may also request to opt out of us sharing such information about you. To make this inquiry, please submit a request by contacting us at [support@ketos.co](mailto:support@ketos.co). You must include your full name, email address, and attest that you are a Nevada resident by providing a Nevada postal address in your request. Please state whether you are requesting information and/or opting out.

We will process your request within 60 days, or we will let you know if we need additional time. We may require additional information to verify your identity before we can respond.