

## AT TERRA LLC WE INSTITUTE AND ARE COMMITTED TO HIGH ETHICAL STANDARDS RELATING TO THE RECEPTION, ANALYSIS AND CONFIDENTIALITY OF THE INFORMATION WE RECEIVE.

This Privacy Policy describes our policies and procedures on the collection, use and disclosure of your information when using the Service and tells you about your privacy rights and how the law protects you.

Terra LLC has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles) with regard to the processing of personal data received from the European Union and the United Kingdom in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF. If there is any conflict between the terms in this privacy policy and the EU-U.S. DPF Principles, the Principles shall govern. To learn more about the Data Privacy Framework (DPF) program, and to view our certification, please visit <https://www.dataprivacyframework.gov/>

Our privacy policy covers all personal information we receive in all possible formats and is based on the seven key principles of international standards:

### 1. COLLECTION AND USE OF YOUR PERSONAL DATA

#### a. Types of Data Collected

##### i. Personal Data

While using [www.terrateamup.com](http://www.terrateamup.com), we may ask you to provide us with certain personal identifying information that can be used to contact or identify you. Personal identifying information may include, but is not limited to:

- Email address
- First name and last name

##### ii. Choice

Terra LLC provides individuals with the opportunity to opt out of the disclosure of their personal information to third parties or its use for purposes materially different from those for which it was originally collected or subsequently authorized. We ensure clear, conspicuous, and readily available mechanisms for individuals to exercise their choice regarding their personal data. Individuals may opt out by using our direct contact form, or contact us using the information provided in our privacy policy to manage your preferences.

In compliance with the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF, Terra LLC commits to cooperate and comply respectively with the advice of the panel established by the EU data protection authorities (DPAs) and the UK Information Commissioner's Office (ICO) with regard to unresolved complaints concerning our handling of personal data received in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF.

#### b. Usage Data

##### i. Usage Data

Usage Data is collected automatically when you use the Service.

Usage Data may include information such as your device's Internet Protocol address (IP address), browser type, browser version, the pages of [www.terrateamup.com](http://www.terrateamup.com) that you visit, the time and date of your visit, the time spent on each page, unique device identifiers and other diagnostic data.

When you access the Service by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, the unique ID of your mobile device, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit [www.terrateamup.com](http://www.terrateamup.com) or when you access it by or through a mobile device.

## ii. Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to track the activity on [www.terrateamup.com](http://www.terrateamup.com) and store certain information. Tracking technologies used are beacons, tags, and scripts are the tracking technologies used to collect and track information and to improve and analyze our website.

For more information about the tracking technologies, we use and your choices regarding cookies, please visit our [Cookies Policy](#).

## 2. USE OF YOUR PERSONAL DATA

Terra LLC may use Personal Data for the following purposes:

- **To provide and maintain [www.terrateamup.com](http://www.terrateamup.com),** including to monitor the usage of our Service.
- **To manage your account:** To manage your registration as a user of the Service. The Personal Data you provide can give you access to different functionalities of the Service that are available to you as a registered user.
- **To facilitate the performance of a contract:** To facilitate the development, compliance and undertaking of the purchase contract for the products, items or services you have purchased or of any other contract with us through the Service.
- **To contact you:** To contact you by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including security updates, when necessary or reasonable for their implementation.
- **To provide you with news,** special offers and general information about other goods, services and events which we offer that are like those that you have already purchased or enquired about unless you have opted not to receive such information.
- **To manage your requests:** To attend and manage your requests to us.
- **For business transfers:** We may use your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceedings, in which Personal Data held by us about our Service users is among the assets transferred.
- **For other purposes:** We may use your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.

We may share your personal information in the following situations:

- **With service providers:** We may share your personal information with service providers to monitor and analyze the use of our Service, to contact you.

- **For business transfers:** We may share or transfer your personal information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **With affiliates:** We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any other subsidiaries, joint venture partners or other companies that we control or that are under common control with us.
- **With business partners:** We may share your information with our business partners to offer you certain products, services or promotions.
- **With other users:** When you share personal information or otherwise interact in public areas with other users, such information may be viewed by all users and may be publicly distributed outside.
- **With your consent:** We may disclose your personal information for any other purpose with your consent.

### 3. RETENTION OF YOUR PERSONAL DATA

Terra LLC will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Terra LLC will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of [www.terrateamup.com](http://www.terrateamup.com), or we are legally obligated to retain this data for longer time periods..

### 4. TRANSFER OF YOUR PERSONAL DATA

#### a. Data Transfer to Third-Parties

With your prior authorization, this transfer will only be made to organizations that follow sound data protection principles, including compliance with the EU-U.S. Data Privacy Framework (DPF) and the UK Extension to the EU-U.S. DPF. Your information, including Personal Data, is processed at Terra LLC's operating offices and in any other places where the parties involved in the processing are located. This means that your information may be transferred to—and maintained on—computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those in your jurisdiction. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer. Terra LLC will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

#### b. Transfers to Third Parties and Liability

Terra LLC acknowledges that it may be liable in cases of onward transfers of personal data to third parties if the third party processes such data in a manner inconsistent with the EU-U.S. Data Privacy Framework (DPF) and the UK Extension to the EU-U.S. DPF Principles. Terra LLC remains responsible under the DPF Principles and the UK Extension if its agent processes personal information in a way that is inconsistent with these principles, unless Terra LLC proves that it is not responsible for the event giving rise to the damage.

If, in the future, Terra LLC transfers personal information to a third party acting as an agent on its behalf, the organization will remain liable under the DPF Principles and the UK Extension unless it can prove it is not responsible for the event leading to the damage.

## 5. DELETION OF YOUR PERSONAL DATA

You have the right to delete or request that we assist you in deleting the Personal Data that we have collected about you.

Our site, [www.terrateamup.com](http://www.terrateamup.com), may give you the ability to delete certain information about yourself from within the Service.

You may update, amend, or delete your information at any time by signing in to your account, if you have one, and visiting the account settings section that allows you to manage your personal information. You may also contact us to request access to, correct, or delete any personal information that you have provided to us.

Please note, however, that we may need to retain certain information when we have a legal obligation or lawful basis to do so.

For more information on your right to access your personal data, please visit: <https://www.dataprivacyframework.gov/framework-article/6%E2%80%933ACCESS>

## 6. DISCLOSURE OF YOUR PERSONAL DATA

### a. Business Transactions

If Terra LLC is involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

### b. Law enforcement

Under certain circumstances, Terra LLC may be required to disclose your Personal Data if required to do so by law or in response to valid requests from public authorities (e.g., a court or a government agency).

### c. Investigatory and Enforcement Powers

Terra LLC is subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC).

### d. Other Legal Requirements

Terra LLC may disclose your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of Terra LLC
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of users of the Service or the public
- Protect against legal liability

## 7. SECURITY OF YOUR PERSONAL DATA

Terra makes every effort to protect Personal Data and prevent unauthorized access, loss, abuse, alteration or destruction of information. The security of your Personal Data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security, but we continuously enhance our security measures to protect your data.

## 8. INTEGRITY

We will process Personal Data in a manner that is compatible with and relevant to the purpose for which it was collected, ensuring it remains relevant and compatible with legal and business requirements.

## 9. RIGHTS OF DATA SUBJECTS:

You have rights under the EU-U.S. DPF and the UK Extension, including the right to access, correct, or delete your data. If you have concerns about the handling of your personal data, please contact us to address your queries or complaints.

## 10. CHILDREN'S PRIVACY

[Terrateamup.com](https://terrateamup.com) does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from anyone under the age of 13 without verification of parental consent, we will take steps to remove that information from our servers. If we need to rely on consent as a legal basis for processing your information and your country requires consent from a parent, we may require your parent's consent before we collect and use that information.

## 11. DISPUTE RESOLUTION AND RECOURSE MECHANISMS

Terra LLC is committed to resolving complaints and disputes regarding the processing of personal data under the EU-U.S. Data Privacy Framework (DPF) and the UK Extension to the EU-U.S. DPF. We provide the following mechanisms for free and accessible dispute resolution:

### a. Direct Complaints to Terra LLC:

Individuals may bring a complaint directly to Terra LLC. Upon receiving a complaint, we will respond to the individual within 45 days and work to resolve the issue promptly.

### b. Independent Recourse Mechanism:

Terra LLC provides an independent recourse mechanism at no cost to the individual. This mechanism allows for investigation and expeditious resolution of complaints and disputes related to personal data processing.

### c. Complaints to Data Protection Authorities (DPAs) and the UK Information Commissioner's Office (ICO):

If an individual submits a complaint to a Data Protection Authority (DPA) in the European Union / European Economic Area, or to the Information Commissioner's Office (ICO) in the United Kingdom, the U.S. Department of Commerce's International Trade Administration (ITA) will receive, review, and facilitate resolution efforts. The ITA commits to responding to the DPA or ICO within 90 days.

### d. Binding Arbitration:

Terra LLC commits to binding arbitration upon the request of the individual if a complaint is not resolved through other recourse mechanisms.

## 12. LINKS TO OTHER WEBSITES

[Terrateamup.com](https://terrateamup.com) may contain links to other websites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

### 13. CHANGES TO THIS PRIVACY POLICY

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. We will let you know via email and/or a prominent notice on Terra LLC prior to the change becoming effective and update the “Last updated” date at the top of this Privacy Policy. We advise you to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### 14. ENFORCEMENT

The process-based management approach (ISO 9001:2015 RI9000-7984 Certification) equips us with the tools we need to capture and address deviations from compliance with our policies.

We have a Disaster Recovery Plan that ensures the preservation of data and our company’s operational capacity.

Terra LLC reserves the right to modify the terms and conditions of this privacy policy at any time, provided that we inform users by posting a notice on this page.

Subject to the conditions stated above, the user accepts and provides their freely given, express and informed consent to the terms of this privacy policy, in particular those relating to the submission of Personal Data.

The sole purpose of accessing user data is the successful completion of Terra LLC projects, in accordance with the general principles relating to data protection stated herein.

### 15. CONTACT US

If you have any questions about this Privacy Policy, please free to contact us at:

Mailing address: [info@terrateamup.com](mailto:info@terrateamup.com)

Phone: +1 414 399-0430

You can also reach us using the contact form on our website: <https://terrateamup.com/contact-us/>

**Last updated: June 30, 2025.**