

Cookie Policy

Vizbl Systems, Inc.

Effective Date: August 4, 2026 | Last Updated: August 4, 2026

This Cookie Policy explains how Vizbl Systems, Inc. uses cookies and similar storage or access technologies, the purposes for which they are used, the choices available to you, and how those choices interact with applicable privacy laws. It should be read together with the Vizbl Privacy Policy and the other agreements applicable to your use of the Vizbl Platform.

At a Glance

Topic	Summary
Necessary Cookies	Used to operate, secure, authenticate, and deliver requested Web Services.
Optional Cookies	Functional, analytics, and advertising Cookies require consent or another applicable legal exception, depending on region and purpose.
Your Controls	Use persistent Cookie Settings, browser/device controls, and legally recognized universal opt-out signals.
Current Cookie List	Names, providers, purposes, categories, first/third-party status, and stated durations should appear in live Cookie Settings.
Contact	privacy@vizbl.com

1. Scope and Relationship to Other Documents

This Cookie Policy explains how Vizbl Systems, Inc. (“Vizbl,” “we,” “us,” or “our”) uses cookies and similar technologies when you visit vizbl.com, go.vizbl.com, the Vizbl dashboard, Vizbl-hosted pages and viewers, and other websites or web-based services that link to this Policy (collectively, the “Web Services”).

This Policy supplements the Vizbl Privacy Policy. It does not replace the Privacy Policy, the Terms of Use, any applicable Master Services Agreement, Data Processing Addendum, or other written agreement. Where Vizbl provides a viewer, widget, plugin, embed, API, or SDK on a Customer-controlled website or application, the Customer may also use its own cookies or similar technologies and is responsible for its own notices, consent mechanism, and legal compliance.

This Policy applies to storage or access technologies used directly by Vizbl on the Web Services. It does not purport to describe every technology independently selected or controlled by a Customer, an advertising network, an app store, a browser, or another third party. Where a third party acts as an independent controller, its own privacy and cookie notices also apply.

2. What Cookies and Similar Technologies Are

A cookie is a small text file placed on, or read from, a browser or device when a website is visited.

Cookies may store or retrieve identifiers, preferences, session information, and other data. “First-party cookies” are set by Vizbl. “Third-party cookies” are set by another party whose technology is used through the Web Services.

Similar technologies may include pixels, tags, web beacons, scripts, local storage, session storage, software development kits, mobile advertising identifiers, cache objects, server-side tags, link-decoration parameters, and device or browser fingerprinting techniques that store information on, or access information from, a device. In this Policy, we refer to cookies and these similar technologies collectively as “Cookies.”

3. Cookie Categories We May Use

3.1 Strictly Necessary Cookies

These Cookies are required to transmit communications, provide the Web Services or a feature specifically requested by you, or protect the security and integrity of the Web Services. They may support authentication, session management, account security, fraud prevention, load balancing, network routing, consent-preference storage, shopping-cart or checkout functionality, and delivery of requested content. We do not use the “strictly necessary” category as a basis for advertising, behavioral profiling, or unrelated analytics. These Cookies generally cannot be disabled through Vizbl cookie controls, although browser settings may block them and may cause the Web Services to stop working correctly.

3.2 Functional and Preference Cookies

These Cookies remember choices and settings, such as language, region, layout, interface preferences, accessibility preferences, previously viewed content, or other options that improve usability. Where required by applicable law, Vizbl will not place these Cookies until you consent.

3.3 Analytics and Performance Cookies

These Cookies help us understand how the Web Services are used, measure traffic and feature engagement, diagnose errors, test designs, improve performance, and generate aggregated reports. They may collect information such as pages viewed, referral source, browser and device type, approximate location derived from IP address, interactions, timestamps, and technical events. Where required by applicable law, Vizbl will not place these Cookies until you consent.

3.4 Advertising and Measurement Cookies

These Cookies may be used by Vizbl or advertising partners to measure campaigns, attribute conversions, limit repeated advertising, build or infer audiences, and deliver advertising that may be more relevant on or off the Web Services. These Cookies may recognize a browser or device across websites, applications, and services. Where required by applicable law, Vizbl will not place these Cookies until you consent. Vizbl does not knowingly use advertising Cookies to target children.

Vizbl does not sell personal information for money. However, disclosures of identifiers or online activity through certain advertising or measurement technologies may be treated as a “sale,” “sharing,” or targeted advertising under some U.S. privacy laws. Where those laws apply, Vizbl provides the required notice and opt-out mechanism and honors legally recognized opt-out preference signals.

3.5 Embedded Content and Third-Party Features

Third-party content, videos, social features, maps, support tools, payment services, analytics tools, and other integrations may place Cookies when enabled or used. Those third parties control their Cookies and may process information under their own privacy notices. Vizbl does not control the retention periods or independent practices of third parties.

Where consent is required, third-party technologies in an optional category should remain disabled until the applicable consent is obtained. A third party may nevertheless receive a request or limited technical information when you actively choose to load or use that third-party feature.

4. Why We Use Cookies

We use Cookies to operate and secure the Web Services; authenticate users; remember preferences and consent choices; maintain sessions; prevent fraud and abuse; provide requested AR and 3D experiences; understand usage; diagnose technical problems; improve products and user experience; measure communications and campaigns; comply with legal obligations; and, where permitted, support advertising and conversion measurement.

We do not use Cookies to access camera frames processed locally by the Vizbl AR Viewer. Camera permissions and any camera-based processing are addressed in the Privacy Policy and applicable product documentation.

5. Current Cookie List and Retention

The specific Cookies, providers, purposes, categories, and cookie lifetimes used by the Web Services may change as our technology and vendors change. The current list should be displayed in the Cookie Settings interface made available through the Web Services. That interface is intended to serve as the operational record of Cookies detected or configured for the applicable Web Service and should identify, where available, the Cookie name, provider, purpose, category, whether it is first-party or third-party, and its stated duration.

Cookie duration may be session-based or persistent. A session Cookie generally expires when the browser is closed. A persistent Cookie remains until its stated expiration date or until it is deleted. Retention periods shown in Cookie Settings are estimates supplied by Vizbl or the relevant provider and may be changed by the provider.

A Cookie lifetime is not necessarily the same as the period for which personal information derived from that Cookie is retained. Retention of personal information is governed by the Privacy Policy, applicable contracts, and the retention practices of the relevant provider.

6. Consent and Regional Rules

Where applicable law requires consent, Vizbl will request consent before using non-essential Cookies. Consent must be given through an affirmative, specific, and informed choice and may be withdrawn at any time through Cookie Settings. Optional categories should not be preselected. Rejecting non-essential Cookies must be as readily available as accepting them where required by law, and access to the core Web Services should not be conditioned on consenting to advertising Cookies.

For visitors in the European Economic Area, non-essential Cookies are used only after valid consent unless a legally recognized exemption applies. For visitors in the United Kingdom, Vizbl may rely on an applicable statutory exception for certain statistical, appearance, or functionality technologies only where the legal conditions are met, including clear information and a simple, free means to object. Otherwise, non-essential Cookies are used only after valid consent. Strictly necessary Cookies may be used without consent where permitted. We may ask you to renew your choice periodically or when our Cookie use materially changes.

Vizbl may maintain records of consent and withdrawal, including the consent version, timestamp, region, browser or device identifier, and selections made, to demonstrate compliance and preserve your preferences.

In jurisdictions where consent is not legally required for a particular Cookie, Vizbl may rely on another lawful basis described in the Privacy Policy, subject to applicable opt-out rights.

7. How to Manage Your Choices

7.1 Cookie Settings

You can use the Cookie Settings link or preference center available on the Web Services to accept or reject optional Cookie categories and to change your choices. A visible Cookie Settings link or equivalent control should remain reasonably accessible from the footer or another persistent location on the applicable Web Service. Your preference may be stored in a necessary Cookie or similar technology. Choices may need to be repeated for different browsers, devices, profiles, subdomains, or after Cookies are cleared.

7.2 Browser and Device Controls

Most browsers allow you to review, block, or delete Cookies. Mobile operating systems and browsers may also provide controls for advertising identifiers, tracking, or cross-site activity. Blocking all Cookies may prevent login, security, saved preferences, hosted viewers, or other features from functioning.

7.3 Global Privacy Control and U.S. Opt-Out Signals

Where required by applicable U.S. privacy law, Vizbl will treat a recognized Global Privacy Control (GPC) or other legally recognized opt-out preference signal as a request to opt out of the sale or sharing of personal information, or of targeted advertising, for the browser or device from which the signal is received. Where required and technically feasible, Vizbl may apply the signal more broadly to an authenticated account. A signal may not affect strictly necessary processing or processing that is not legally treated as sale, sharing, or targeted advertising.

Where Vizbl offers a “Do Not Sell or Share My Personal Information” or similar link, you may also use that link to submit an applicable opt-out request.

7.4 Do Not Track

Some browsers transmit “Do Not Track” signals. Because there is no universally accepted standard for interpreting these signals, the Web Services may not respond to them unless required by law. This does not affect our obligation to honor GPC or other legally recognized universal opt-out mechanisms where

applicable.

7.5 Industry Opt-Out Tools

Industry organizations may provide additional tools for opting out of interest-based advertising from participating companies. These tools operate independently of Vizbl, may apply only to a particular browser or device, and may use Cookies to remember the opt-out. Clearing Cookies may require the choice to be repeated.

8. Emails and Communications

Emails sent by Vizbl may contain pixels or similar technologies that indicate whether a message was delivered, opened, or interacted with. Where required, we obtain consent or provide opt-out choices. Disabling images in an email client may limit some of this measurement.

9. Customer Websites, Embedded Viewers, APIs, and SDKs

When a Customer embeds a Vizbl viewer, widget, plugin, or other component on the Customer's website or application, Vizbl may process technical events or use strictly necessary technologies to deliver the requested experience. The Customer is responsible for determining whether additional notice or consent is required on its property, correctly configuring any consent-management platform used to control Vizbl or third-party technologies, and transmitting consent or opt-out signals to Vizbl where the integration supports such signals. Vizbl is not responsible for a Customer's failure to obtain or communicate required choices.

Vizbl APIs and native SDKs may use device storage, identifiers, telemetry, or similar technologies rather than browser Cookies. Those activities are governed by the Privacy Policy, the applicable DPA, Developer Services Agreement, product documentation, and the Customer's own privacy disclosures.

10. Children

The Web Services are not directed to children under sixteen (16), and Vizbl does not knowingly use advertising Cookies to profile children. Customers must not configure Vizbl technology to collect or use children's personal information without all notices, consents, age-assurance measures, and safeguards required by applicable law. If Vizbl learns that non-essential tracking has been used in connection with a child contrary to law, Vizbl may disable the relevant technology and take other appropriate action.

11. Changes to this Policy

We may update this Policy to reflect changes in technology, vendors, law, or our practices. We will post the revised Policy with an updated "Last Updated" date. Where required by law, we will provide additional notice or request renewed consent before materially expanding non-essential Cookie use. A policy update does not retroactively validate Cookies that required consent at the time they were used.

Operational compliance depends on the actual configuration of the Web Services. Vizbl should periodically scan its websites and hosted pages, verify that non-essential technologies are blocked or otherwise lawfully used before consent, confirm that consent and opt-out signals are honored, and update

the Cookie Settings inventory when vendors or technologies change. This Policy does not replace those operational controls.

12. Contact Us

Vizbl Systems, Inc.

155 S. Fair Oaks Ave, Suite 1005

Pasadena, California 91105, United States

Email: privacy@vizbl.com

Questions about account security should be sent to security@vizbl.com. Requests concerning privacy rights should be submitted as described in the Privacy Policy.