

Privacy Policy



Last Updated: February 21, 2020

Respect for Your Privacy

This Privacy Policy explains the ways in which Orion Advisor Solutions, LLC and its parents, subsidiaries, and affiliates, including Orion Advisor Technology, LLC, Orion Portfolio Solutions, LLC, CLS Investments, LLC, Constellation Trust Company, and Advizr, Inc. (collectively, "Orion", "we," "us," or "our") collects, uses, and shares information about you, our customers or prospective customers and clients of our partners and licensees. Orion's customers, partners, and licensees may include registered investment advisers, independent broker dealers and other parties with whom Orion has a business relationship.

We value your trust and encourage you to take some time to read this Privacy Policy carefully. This Privacy Policy applies to all the products, services, apps and websites offered by Orion. We refer to those products, services, apps and websites collectively as the "Services" in this Privacy Policy. By accessing and using the Services, or any part thereof, you agree that you have read and understand this Privacy Policy, and that, in exchange for access to the Services, you accept and consent to the privacy practices (and any uses and disclosures of information about you) that are described in this Privacy Policy.

This Privacy Policy does not apply to information about you collected (i) by third party services, applications or websites, or (ii) by third party individuals, financial institutions or financial advisors or companies with which you conduct transactions or communications facilitated through use of the Services. The information collected and received by such third parties is subject to their applicable privacy policies and under no circumstance is Orion liable for the third party's compliance therewith. You should review the privacy policies of third parties.

Security

Orion safeguards customer information according to an established information security program which includes policies addressing the acceptable use and access to confidential business information and personal information which may be contained in Orion's information systems. Orion maintains physical, electronic, and procedural safeguards reasonably designed to guard personal information from loss, misuse or unauthorized access, disclosure, alteration, or destruction of the information that has been provided to us.

Data Ownership

Please note that when you utilize our Services, you are not transferring the ownership of data about you or your clients by storing it in Orion. Your clients are your clients, and the data that you store in Orion belongs to you. We utilize the data you share with us or place in our system to assist you with support requests, troubleshoot problems or monitor the performance and effectiveness of the Services. In

In addition, we utilize data across the entire Orion platform to improve our effectiveness, develop insights, or monitor the performance and effectiveness of the system. We limit access to customer information to individuals in our organization who need it in order to perform their jobs. Employees who have access to your information and your client information are required to safeguard such information and keep it confidential.

Information We Collect About You

The types of personal information we collect depend on the purpose for which you provide it to us. We only collect what is necessary for the purposes set out in this Privacy Policy or in any local supplement or notice. We collect information when you give it to us (such as when you utilize our services or hire one of our affiliates to provide you with investment management or technology services), when you give us permission to obtain it (such as when you give us permission to access your financial resources that contain your personal information, including but not limited to, your account custodian, another technology service provider, or other data sources or websites with that information), or when we obtain it from other sources such as from the business partners or third parties that makes our service available to you.

“Collected Information” includes both “Personal Information” and information about how you interact with our system, each as described below:

- **Personal Information**—We may collect information that can be used to identify you or your clients (as the case may be) (“Personal Information”). Personal Information that we collect depends on the product or Service you have us or access through us, and may include, without limitation, social security number, date of birth, contact information, account holdings and activity, financial account information, financial goals, assets, and income information. In addition to Personal Information that you provide to us directly, we may receive information about you that you authorize third parties to provide to us. We may also obtain Personal Information from third parties in order to verify your identity, prevent fraud or help us identify other products and services that may be of benefit to you.
- **Technical Information**--We also collect information regarding how you interact with our system or our Services, which information may include the pages you view, links you click or hover over, selections you make on the websites, features you use, preferences you set, the internet protocol (IP) address of the device you are using to access the Services (or any portion thereof), computer browser type, and average time spent on certain pages.

How We Use Collected Information

We use the Collected Information shared with us for various purposes as permitted by applicable law, including, without limitation, to (i) provide the Services to you, (ii) personalize your experience, (iii) improve our Services, (iv) process transactions, (v) administer a promotion, survey, or other Service feature, (vi) send periodic emails, (vii) notify you about our Services that may be of interest to you, and (viii) notify you about changes to our policies. We may also use the information we collect as otherwise disclosed to you at the point of collection or for any other purposes with your consent.

We may share your Collected Information with your consent. We may also share your information with any of our affiliates or subsidiaries, as permitted by law, including for business purposes such as providing the Services to you, processing your transactions, offering our products and Services to you, obtaining information about your transactions and experience or for any other purpose described in this Privacy Policy, or any other lawful purposes. Orion works with a number of non-affiliated companies that help service your account or assist us with providing the Services to you. All such sharing of information with third parties will be subject to obligations of confidentiality between Orion and you.

We may also disclose Collected Information if we become subject to a subpoena or court order, or to report to credit bureaus, or if we are otherwise legally required to disclose information. We may use and disclose Collected Information to establish or exercise our legal rights, to assert and defend legal claims, or if we believe such disclosure is necessary to investigate, prevent, or take other action regarding actual or suspected illegal or fraudulent activities or potential threats to the physical safety or well-being of any person.

As Orion grows and develops its business, it is possible that its corporate structure or organization might change. If Orion experiences a change in control or is otherwise reorganized, it may amend this Privacy Policy and you should expect that the Collected Information would be shared with such new affiliate(s) consistent with this Privacy Policy.

We do not sell, rent, or lease our user lists or the identity of our customer or users to third parties without your consent. However, we may use and disclose certain aggregated, deidentified information to our affiliates, subsidiaries, business partners, and third-party service providers or through certain anonymized analytics data available through our Services to other users. However, such information shall not be personally identifiable to any customer or user.

How We Protect Collected Information

Orion takes commercially reasonable measures that comply with applicable laws and industry standards to secure and protect information transmitted via or stored through our Services. These measures include computer safeguards and secured files and buildings. Nevertheless, no security system is impenetrable. We cannot guarantee that information that users of the Services may happen to transmit or otherwise supply will be totally secure. You agree to immediately notify us of any breach of our security system or this Privacy Policy of which you become aware.

Applicability

If you do not agree to the terms of this Privacy Policy, please do not provide Orion with any information and do not use the Services. By using the Services and voluntarily providing your Personal Information to Orion, you consent to the collection and use of such Personal Information as set forth in this Privacy Policy.

Modifications

Orion may update, amend, revise, or otherwise change this Privacy Policy from time to time. We will post any changes on this page and, if the changes are substantial, we may provide a more prominent notice (including, for certain services, e-mail notification of Privacy Policy changes). Each version of this Privacy Policy will be identified at the top of the page by its effective date. Continued use of our websites or Services constitutes your acceptance of our then-effective Privacy Policy. Orion encourages you to review the Privacy Policy whenever you access our services or otherwise interact with Orion to stay informed about our information practices and the choices available to you.

Notice to California Residents

The California Consumer Privacy Act ("CCPA") provides California residents with rights to receive certain disclosures regarding the collection, use, and sharing of "Personal Information," as well as rights to know, access, delete, and limit sharing of Personal Information. For purposes of this section, "Personal Information" has the meaning given in the CCPA but does not include information exempted from the scope of the CCPA. Due to the nature of our Services, much of the information we collect is exempt from the CCPA because it is covered by federal or state financial and/or data privacy laws.

To the extent that we collect Personal Information that is subject to the CCPA, your rights as a California resident to request access and deletion of that information are as described below.

We do not sell Personal Information to third parties. However, as described in this Privacy Policy, we may share Personal Information with a third party as directed or consent to by you or your financial advisor as necessary for you to receive the benefit of such third party's services.

As a California resident, you have the following rights listed below. However, these rights are not absolute, and in certain cases we may decline your request or comply with it in a more limited way than you anticipated, as permitted by law.

- You may request the following information about how we have collected and used your Personal Information during the past 12 months:
 - categories of Personal Information we have collected
 - categories of sources from which we collected Personal Information
 - the business or commercial purposes for collecting and/or selling Personal Information
 - categories of third parties with whom we share Personal Information
 - whether we have disclosed your Personal Information for a business purpose, and if so, the categories of Personal Information received by each category of third party recipient
 - whether we've sold your Personal Information, and if so, the categories of Personal Information received by each category of third party recipient

- You may request a copy of the Personal Information that we have collected about you during the past 12 months.
- You may request in certain circumstances that we delete Personal Information that we have collected directly from you.
- If we sell your Personal Information, you may opt-out.
- You are entitled to exercise the rights described above free from discrimination.

In order to process a request to know about or delete Personal Information we collect, disclose, or sell, we must verify your request. We reserve the right to confirm your California residency to process your requests and will need to verify your identity to process your requests.

“Do Not Track” Disclosure

Some internet browsers may be configured to send “Do Not Track” signals to the online services that you visit. We currently do not respond to “Do Not Track” or similar signals.

Children

Orion’s Services are not intended for use or view by children under 13 years of age. Orion will not knowingly collect any information from children under the age of 13.

Visiting Orion’s Websites from Outside of the United States

Orion’s Services are hosted in the United States. If you are visiting Orion’s websites or utilizing our Services from outside the United States, please be aware that your information may be transferred to, stored, or processed in the United States, where Orion’s servers are located and our central database is operated.

If you are an international consumer, note that by providing your personal information, you are: (i) permitting the transfer of your personal information to the United States which may not have the same data protection laws as the country in which you reside; and (ii) permitting the use of your personal information in accordance with this Privacy Policy.



CONTACT US

If you have any questions about this Privacy Policy, please contact us at: (402) 895-1600 or go to www.orion.com.