



IMAGINE.IO PRIVACY POLICY

Last Modified: September 22, 2026

Introduction

Live Furnish, Inc., a Delaware corporation doing business as imagine.io (the “Company” or “we”), respects your privacy and is committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the website imagine.io, including any subdomains thereof, and any other website, platform, product configurator, or application we operate and identify as covered by this policy (collectively, this “Website”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to the information we collect:

- On this Website.
- In emails, texts, and other electronic messages between you and the Company.
- Through desktop applications and browser-based software provided by the Company.

This policy describes information we collect and use for our own purposes, as a controller. Where we host, configure, or operate a product configurator or other service for a business customer, and process personal information about that customer's personnel, authorized users, or end users on the customer's behalf and under its instructions, we act as a processor (or service provider) for that customer, and the customer acts as the controller (or business). This allocation applies to information about the individuals who use a configurator the customer makes available to the public, whether through a link, an embedded frame on the customer's own website, or the customer's own application, regardless of whether those individuals have an account with us. Our handling of that information is governed by our agreement with that customer, including any data processing addendum, and not by the choices, marketing, disclosure, and rights sections of this policy. The customer is responsible for providing the required notices to, and obtaining any required consents from, the individuals whose information it submits, and for directing to the customer any requests those individuals make to us.

It does not apply to information collected by:

- The Company offline or through any other means, including on any other website operated by the Company or any third party.
- Any third party, including through any application or content that may link to or be accessible from or through this Website.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use this Website. By accessing or using this Website, you acknowledge that your information will be handled as described in this privacy policy. This policy may change from time to time. Your continued use of this Website after we make changes indicates that you have reviewed and acknowledge those changes, so please check the policy periodically for updates. Where applicable law requires your consent for a change, we will obtain it before the change takes effect.

Children Under the Age of 16

This Website is not intended for children under 16 years of age. No one under the age of 16 may provide any information to or on this Website. We do not knowingly collect personal information from children under 16. If you are under 16, do not use or provide any information on this Website or through any of its features, register on this Website, make any purchases through this Website, use any of the interactive or public comment features of this Website, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or username you may use. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at finance@image.io.

Residents of certain states under 13, 16, or 18 years of age may have additional rights regarding the collection and sale of their personal information. Please see “Your State, EEA, and UK Privacy Rights” for more information.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of this Website, including information:

- By which you may be personally identified, or that is reasonably capable of being associated with you, whether directly or indirectly, including your name, postal address, e-mail address, telephone number, account credentials, online and device identifiers, and internet protocol address (“personal information”). Where applicable law defines personal information, personal data, or a similar term more broadly, that definition controls.
- That is about you but individually does not identify you.
- About your internet connection, the equipment you use to access this Website, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site, which may include usage details, IP addresses, and information collected through cookies, web beacons, pixels, and other tracking technologies.
- From third parties, such as internet analytics companies or business partners.

Information You Provide to Us

The information we collect on or through this Website may include:

- Information that you provide by filling in forms on this Website, which includes information provided at the time of registering to use this Website.
- Information you provide when you report a problem with this Website.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete.
- Details of transactions you carry out through this Website, which may include financial information.
- Your search queries on the Website.
- Content you upload, submit, generate, or store through the Website or our applications, including product data, images, photographs, textures, models, scenes, renders, and other files.
- Prompts, instructions, and other inputs you submit to our artificial intelligence features, and the outputs generated from them.
- Content, assets, and instructions you submit programmatically through our application programming interfaces, including any development, staging, preview, or beta environment, and records of those API requests and responses.
- Developer and integration credentials, including API keys and tokens issued to you, and logs of their use.
- Configurations you create, save, load, or restore as saved projects, and the product options, materials, and quantities they contain.
- Information used to generate quotation and bill-of-materials documents, and the contents of those documents, including any customer, project, or recipient details you enter.
- Content generated or processed through our artificial intelligence features, which may include images, videos, AI-agent interactions and outputs and, in certain cases, 3D models, together with associated prompts, instructions, inputs, metadata and generated outputs.
- Sales-channel, dealer, distributor, and similar identifiers used to associate a configuration session with a business customer's channel partner.
- Locale, language, and currency selections applied to a configurator session.
- Commerce metadata that a business customer or its channel partner associates with a session, such as order, cart, or quotation references.

Information We Ask You Not to Submit

Our services are not designed to receive certain categories of information, and we ask you not to submit them. Please do not submit to us, or through our applications, any special category or otherwise regulated personal information, including biometric identifiers, genetic data, health or medical information, precise geolocation data, financial account or payment card numbers other than as required to process a payment, government-issued identification numbers, or information revealing racial or ethnic origin, religious belief, or sexual orientation. Please also do not submit personal information of

any individual under 16 years of age, or any personal information for which you do not have a lawful basis and all necessary rights, consents, and permissions. If you submit information of these types, you do so contrary to this policy, and we may delete it. Business customers are subject to the corresponding restriction in their agreement with us.

Resources Loaded from Third-Party Hosts; Configurator Sessions

When a product configurator we provide is used (whether through a link we host, an embedded frame on a business customer's website, or a software development kit mounted in a business customer's own application), the configurator runs in the browser of the person using it. In that browser, certain supporting resources are requested at runtime directly from hosts operated by third parties rather than from us.

Because these requests are made by the browser itself, the browser connects directly to the third-party host and, in the ordinary course of any internet request, transmits to that host the browser's internet protocol address, the address of the page making the request, and request metadata such as browser and operating system type. We do not receive that information from those hosts, and those hosts do not receive from us the content of the configuration session. The third party's handling of the information it receives is governed by its own privacy policy and not by this policy. These resource requests are separate from, and do not involve, the artificial intelligence processing described under "Artificial Intelligence and Model Training."

Separately, where a configurator is embedded in or mounted within a business customer's website or application, the configurator makes events describing the session — such as the selection of a product option or a change in price — available to the surrounding page. The business customer may use those events for its own purposes, including its shopping cart, order flow, and analytics. What the business customer does with those events, and any cookies, tags, analytics, or advertising technologies the business customer operates on its own site, are determined by the business customer and governed by its privacy policy, not by this policy.

Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with this Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to this Website, which may include traffic data, location data, logs, browsing behavior, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.
- Information about your use of, and the equipment you use to access, software we provide, collected through the software's security features and through maintenance and support services we perform.

The information we collect automatically may include personal information, and we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve this Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize this Website according to your individual interests.
- Speed up your search.
- Recognize you when you return to this Website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate settings on your browser. However, if you select this setting, you may be unable to access certain parts of this Website. Unless you have adjusted your browser settings so that it will refuse cookies, our system will issue cookies when you direct your browser to this Website.
- **Local Storage.** Certain features of this Website may use browser local storage or similar client-side storage technologies to collect and store information about your preferences and navigation to, from, and on this Website. You can manage local storage through your browser settings. For information about managing your privacy and security settings, see “Choices About How We Use and Disclose Your Information”.
- **Web Beacons.** Pages of this Website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To present this Website and its contents to you.
- To provide you with information, products, or services that you request from us.
- To fulfill any other purpose for which you provide it.
- To provide you with notices about your account, including renewal notices.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to this Website or any products or services we offer or provide through it.
- To allow you to participate in interactive features on this Website.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

We may also use your information to contact you about our own and third parties' goods and services that may be of interest to you. If you do not want us to use your information in this way, please adjust your user preferences in your account profile. For more information, see "Choices About How We Use and Disclose Your Information".

We may use the information we have collected from you to enable us to display advertisements to our advertisers' target audience. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may permit advertising partners and analytics providers to collect information about your activities on this Website through cookies and similar technologies in order to deliver advertising that may be of interest to you. Under certain state privacy laws, including the California Consumer Privacy Act as amended, this may constitute a "sale" or "sharing" of personal information for cross-context behavioral advertising, even where no money is exchanged. You may opt out by sending an email to finance@imagine.io, by exercising the rights described under "Your State, EEA, and UK Privacy Rights," or by enabling a recognized universal opt-out preference signal, such as Global Privacy Control, in your browser.

We may disclose personal information that we collect, or you provide as described in this privacy policy, other than personal information we process on behalf of a business customer:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the Company's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by the Company about this Website user is among the assets transferred.
- To third parties to market their products or services to you if you have provided your prior consent or, where applicable law permits, have not opted out of these disclosures.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including responding to any government or regulatory request.

- To administer, enforce, and comply with the terms, order forms, subscription agreements, enterprise agreements, acceptable-use policies, and other agreements applicable to the Services, including for account administration, billing, collections, security, and misuse prevention.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers, or others, which may include exchanging information with other organizations for the purpose of fraud protection.

Our use and transfer of information received from third-party APIs, including Google APIs, to any other app will adhere to the applicable service provider's data policies, including the [Google API Services User Data Policy](#) and its Limited Use requirements where applicable. We use third-party artificial intelligence service providers and application programming interfaces to provide certain artificial intelligence features on this Website. When you use these AI features, your inputs and interactions may be processed by those providers. We seek to contract with these providers on commercial terms under which they are not permitted to use your inputs, interactions, or outputs to train or improve their own models, and their processing is otherwise subject to their respective privacy policies and data usage terms. We select providers that we believe maintain appropriate data protection practices, and we require contractual protections; however, you should review the applicable privacy policies for information about how these providers process data through their AI services. These providers may process your inputs and interactions on servers located outside the United States. We do not publish the identity of the particular artificial intelligence providers or models we use, and we will update this policy before we materially change the categories of third-party artificial intelligence providers we use or the purposes for which we use them. By using AI features on this Website, you acknowledge that your inputs and interactions will be processed by third-party AI service providers as described in this section. You may choose not to use AI features if you do not wish for your data to be processed in this manner.

Artificial Intelligence and Model Training

We may use content, prompts, inputs, outputs, feedback, and related usage and telemetry data submitted to or generated through the Services to provide, maintain, secure, test, analyze, develop, and improve the Services, including to train, fine-tune, evaluate, and improve artificial intelligence and machine-learning models and features that we own or control.

Unless applicable law or a separate written agreement provides otherwise, this use is enabled by default. If you use the Services through a business customer's account, that business customer controls the model-training preference for AI Content submitted through that account. The business customer, or an individual user using a personal account, may opt out of future model-training by contacting us at cs@imagine.io. An opt-out takes effect after we process the request and applies prospectively. It does not require us to delete or retrain models developed before the opt-out became effective, except where required by applicable law. We may continue to use information that has been aggregated or de-identified in accordance with applicable law so that it cannot reasonably be linked to an individual or business customer. We may engage service providers, including third-party artificial intelligence providers, to process AI Content on our behalf. We contractually restrict those providers from using AI Content to train their own general-purpose models unless that use is separately disclosed and any authorization required by applicable law or agreement has been obtained.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies.** You can set your browser to refuse all or some browser cookies or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this Website may then be inaccessible or not function properly.
- **Disclosure of Your Information for Third-Party Advertising.** If you do not want us to share your personal information with unaffiliated or non-agent third parties for promotional purposes, you can opt out by sending an email to finance@imagine.io.
- **Promotional Offers from the Company.** If you do not wish to have your email address/contact information used by the Company to promote our own or third parties' products or services, you can opt out by sending an email to finance@imagine.io. If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions. This opt-out does not apply to the information provided to the Company as a result of product purchase, warranty registration, product service experience, or other transactions.
- **Targeted Advertising.** If you do not want us to use information that we collect or that you provide to us to deliver advertisements according to our advertisers' target-audience preferences, you can opt out by sending an email to finance@imagine.io.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's website.

Residents of certain states may have additional personal information rights and choices. Please see "Your State, EEA, and UK Privacy Rights" for more information.

Accessing and Correcting Your Information

You can review and change your personal information by logging into this Website and visiting your account profile page.

You may also send us an email at finance@imagine.io to request access to, correction of, or deletion of any personal information that you have provided to us. Certain personal information may be necessary for us to maintain your account, and deleting that information may require us to also delete your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect. Residents of certain states may have additional personal information rights and choices. Please see "Your State, EEA, and UK Privacy Rights" for more information.

Your State, EEA, and UK Privacy Rights

State consumer privacy laws may provide their residents with additional rights regarding our use of their personal information.

California, Connecticut, Colorado, Delaware, Florida, Indiana, Iowa, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, Virginia, and other states with applicable comprehensive privacy laws each provide their residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Data portability.
- Opt out of personal data processing for targeted advertising (excluding Iowa) and sales.
- Correct inaccuracies in their personal information, taking into account the information's nature and processing purpose.
- Opt out of 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 information.

Nevada provides its residents with a limited right to opt out of certain personal information sales. However, please know we do not currently sell data triggering that statute's opt-out requirements.

The exact scope of these rights may vary from state to state. To exercise any applicable state privacy rights, please send an email to finance@imagine.io. We may need to verify your identity before fulfilling your request, and we will contact you if additional information is needed for verification.

The rights described above are not exhaustive. If you are located in the European Economic Area, the United Kingdom, or Switzerland, the EU General Data Protection Regulation, the UK GDPR, or equivalent local law applies to our processing of your personal information, and you have the rights of access, rectification, erasure, restriction of processing, data portability, objection to processing (including to processing for direct marketing purposes), and withdrawal of consent, as well as the right not to be subject to a decision based solely on automated processing that produces legal or similarly significant effects, and the right to lodge a complaint with your local supervisory authority. We process personal information on the following legal bases: (a) performance of a contract with you, to provide our services and maintain your account; (b) our legitimate interests in operating, securing, and improving the Website and our applications, which we have balanced against your rights and freedoms; (c) compliance with our legal obligations; and (d) your consent, where we specifically request it (such as for marketing communications or optional AI model training). Where we transfer personal information out of the European Economic Area, the United Kingdom, or Switzerland, we do so in reliance on the European Commission's or the UK government's standard contractual clauses or another transfer mechanism permitted by applicable law. If you are located in any other jurisdiction with applicable data protection law, you may have additional or different rights under the law applicable to you. Nothing in this policy waives, limits, or restricts any right that cannot be waived or restricted under the law applicable to the person asserting it. To exercise any such right, or to ask which law applies to you, please contact us at finance@imagine.io.

Business Customer Data

Where we process personal information on behalf of a business customer, we do so only to provide the services, in accordance with the customer's instructions and our agreement with that customer. A data processing addendum is available to business customers on request and, if executed by both parties, governs that processing and controls over any inconsistent provision of this policy or of our agreement with that customer. Where a business customer makes a configurator available to its own end users, the business customer determines the purposes and means of processing the resulting end-user information and is the controller of it; we process that information solely as the business customer's processor. The business customer is responsible for the notices given to, and any consents obtained from, those end users, and for its own use of session information surfaced to its website or application. If an end user contacts us to exercise a privacy right in relation to information we process for a business customer, we will refer the request to that business customer and assist the business customer in responding as required by our agreement with it. We engage subprocessors to host, support, and deliver the services, and we require each subprocessor to be bound by data protection obligations no less protective than our own. We retain personal information processed on a customer's behalf for the term of the customer's subscription and for a limited period afterwards as needed to comply with law, resolve disputes, and enforce our agreements, after which we delete or de-identify it. For as long as we retain personal information, we continue to apply the confidentiality and security protections described in this policy, regardless of whether any confidentiality period in our agreement with the business customer has expired. For personal information we collect as a controller, we retain the information for as long as necessary to fulfill the purposes described in this policy, including to maintain your account, comply with legal obligations, resolve disputes, and enforce our agreements, and in any event no longer than three years after the last interaction with your account unless a longer period is required by law or a pending legal matter. We and our subprocessors may process information in the United States and in other countries; where personal information is transferred out of its country of origin, we rely on the transfer mechanisms required by applicable law.

Where We Process Information

We and our service providers process information in the United States and may process information in other countries. This includes information processed through our artificial intelligence features, which may be processed by third-party providers on servers located outside the United States. Separately, where a configurator requests resources from a third-party host as described under "Resources Loaded from Third-Party Hosts; Configurator Sessions," the end user's browser connects to infrastructure that the third party may operate in, or route through, a country other than the one from which the end user is accessing the configurator, and that connection may therefore involve a transfer of the information described in that section outside the end user's jurisdiction. That transfer is made by the end user's browser to the third party, and the third party's own terms and safeguards govern it. Where a business customer makes a configurator available to its own end users, the business customer is the controller of that end-user information and is responsible for assessing any such transfer, selecting any transfer mechanism its own compliance obligations require, and describing the transfer in its own privacy notice. Where information is transferred out of its country of origin, we rely on the transfer mechanisms required by applicable law.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. We maintain an information security program that is certified to ISO/IEC 27001 and audited under SOC 2 Type II, and we endeavor to maintain that certification and audit coverage. A copy of our current certificate and audit report is available to business customers on request, subject to confidentiality obligations. Information you provide to us is stored on our servers behind firewalls, and payment transactions are encrypted.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of this Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to this Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on this Website to the extent such circumvention results from causes outside our reasonable control.

Changes in our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date, active, and deliverable email address for you, and for periodically visiting this Website and this privacy policy to check for any changes. If we make a material change to how we treat personal information, including a change to the categories of information we collect, the purposes for which we use it, the categories of third parties to whom we disclose it, or whether we use content or prompts to train models, we will notify you by email to the address associated with your account or by a prominent notice on this Website at least thirty days before the change takes effect, and we will give business customers any notice required by their agreements with us. A change that grants you additional rights, narrows the categories of information we collect or the purposes for which we use it, reduces the categories of third parties to whom we disclose information, or otherwise increases the protections that apply to your personal information may take effect immediately upon posting, and we will identify the revision date at the top of this policy.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

finance@imagine.io
1943 Mexia Dr.
Round Rock, Texas 78664
United States