



Communication Preferences Policy

The Mirachem Corporation

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The Mirachem Corporation ("Mirachem") has adopted the following Communication Preferences Policy ("Policy") to provide information to its business contacts on how Mirachem communicates using Personal and/or Organizational Information ("POI") and the options that exist to control this use.

Additional information relating to this topic can be found in Mirachem's General Privacy & Security and Online Privacy & Security Policies.

1. Types of Communications that Contacts May Receive

Communications from Mirachem will typically fall into one of four categories:

- i. *Transaction Communication* – Relates to orders and other transactions that occur between Mirachem and customers. This may include confirmations, shipping and logistics inquiries, sales support or payment and accounting data. These communications may be in response to an inquiry or may be originated by Mirachem as may be warranted by the circumstances. They do not occur with any specific regularity or frequency.
- ii. *Technical Support* – This information pertains to the use of Mirachem products or services and assistance with their various applications. This support may come as a result of a customer inquiry or may be pro-active by Mirachem as we deem relevant. It does not occur with any specific regularity or frequency, but rarely occurs more frequently than quarterly.
- iii. *Sales and Marketing Contact* – Mirachem issues targeted communications to current and potential customers regarding products and services that we feel may be of interest, or when we have new information for release to the marketplace. Mirachem typically communicates this type of information no more frequently than monthly.
- iv. *General and Periodic Updates* – Periodically, Mirachem publishes general information to interested parties. This information is widely distributed and not necessarily targeted to the interests of a given recipient. Mirachem typically communicates this type of information no more frequently than quarterly.

2. Methods of Communication

Mirachem utilizes a variety of communications methods. We use email communication whenever it is reasonable to do so because of its low cost, ease of use and flexibility. However, we exert considerable effort to utilize a contact's preferred communication method when working with them.

Available options include:

- i. *Email*
- ii. *Voice calls*
- iii. *Faxes*
- iv. *Postal mail*
- v. *Courier / Expedited delivery*

vi. *Other electronic means, such as web chat or instant messaging*

3. How Contacts Can Limit Communications from Mirachem

Our business contacts have options to limit the types and amount of communication they receive from Mirachem as follows:

- i. *Transaction Communication* – Occurs on an as-needed basis. We cannot be restricted from making contact regarding order processing and its related activities. Contacts can specify how we should communicate with them, but when we communicate and to what degree must be dictated by circumstances.
- ii. *Technical Support* – Mirachem issues technical communications when we feel it is appropriate. We will communicate this information to all relevant contacts, except for those who have opted out of our Technical Support communications. Contacts may also specify the manner in which we communicate Technical Support data.
- iii. *Sales and Marketing Contact* – Mirachem makes Sales and Marketing Contact when we have relevant information for contacts. We will communicate this information to contacts unless they have opted out of this type of communication. Contacts may also specify the manner in which we make Sales and Marketing Contact.
- iv. *General and Periodic Updates* – Mirachem typically publishes a general information newsletter on a quarterly basis. Contacts must opt-in to be included in our mailing list for this type information. General and Periodic updates are typically distributed via email.

4. How to Contact Us About this Policy or to Specify Your Preferences

Written questions or concerns about this Policy can be directed to Mirachem as follows:

Via Postal Mail: The Mirachem Corporation
Attention: Communications Administrator
PO Box 14059
Phoenix, AZ 85063

Via Email: The Mirachem Corporation
Attention: Communications Administrator
communications@mirachem.com

Via Fax: The Mirachem Corporation
Attention: Security Administrator
602-353-1161

You may also contact us by phone on our toll-free Customer Service number at 800-847-3527 or at our administrative offices, 602-272-6066.

To establish or change your Communication Preferences with us, you can use the online tool found on our Mirachem.com website, complete the attached form and return it to us by mail or fax, or contact our Customer Service Department at 800-847-3527.

5. Changes to this Policy

This policy may be changed at any time. Any changes will be posted online and be available by other means as described in this Policy. However, changes will only apply on a go-forward basis and will not be applicable retroactively.



Communication Preferences Form

The Mirachem Corporation

This form may also be completed online at www.Mirachem.com and clicking on the Privacy & Security Policy link at the bottom of the page.

Please use this form to indicate your Communications Preferences. For additional information, please see our complete Communication Preference Policy which is available online or by contacting Mirachem.

Name: _____ Phone Number: _____

Organization: _____

Address: _____

City, ST ZIP: _____

Email: _____

FAX: _____

Please indicate your preferences for each type of communication below:

TYPE	OPT-IN		PREFERRED METHOD			
	YES	NO	Email	Phone	Fax	Mail
<i>Transaction Communication</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Technical Support</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Sales and Marketing Contact</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>General and Periodic Updates</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When completed, submit this form to:

Via Email: The Mirachem Corporation
Attention: Communications Administrator
communications@mirachem.com

Via Fax: The Mirachem Corporation
Attention: Security Administrator
602-353-1161

Via Postal Mail: The Mirachem Corporation
Attention: Communications Administrator
PO Box 14059
Phoenix, AZ 85063