

Privacy Policy

COPPA NOTICE: Direct Notice to Parents

The <https://pipesupportexpress.com> website (the "Website") Privacy Policy describes how the Website collects and uses personal information. It is the Website's intention to adhere to the Children's Online Privacy and Protection Act (COPPA). This notice describes our practices of collecting, using, and disclosing personal information from children under 13. Our policies are described below. We also suggest that you review our general Privacy Policy and Terms of Use Agreement. If you have any questions about these policies, you may contact us by e-mail at sales@protechemail.com. For more information about COPPA and your child's rights to online privacy, visit <http://www.coppa.org/comply.htm>.

1. Parental Consent Required

The Website wishes to collect personal information from your child, but we need your consent before we collect, use, or disclose the information. We will not collect this information until we have received your consent. You will find instructions on how to give your consent below.

2. Information We Collect

Personal Information

At the Website, we collect limited personal information. Generally, we collect only online contact information, including your child's name, e-mail address, and age. Depending upon the activities your child chooses to do on The Website, your child may be asked to provide personal information.

In fact, we have adopted this privacy and confidentiality policy so children can participate in our activities without giving out unnecessary personal information. We do not require a user to disclose more information than is reasonably necessary to participate in an activity as a condition of participation.

We also allow a parent to review his or her child's personal information, ask to have it deleted, and refuse to allow any further collection or use of his or her child's information. (See below for further instructions.)

Non-Personal Information

We may also collect what is known as non-personally identifiable information. For example, we may collect certain non-personally identifiable information when you visit many of our Web pages such as the type of browser you are using, the type of operating system you are using, and the domain name of your Internet service provider.

We May Collect Additional Information in the Future

As we expand the services we provide on our Website, we may collect additional types of personal information. We will ask you for your permission before collecting any of this additional information from your child.

3. How We Collect the Information

In addition to the information that your child may give us directly, we may collect some non-personal information indirectly.

Cookies

"Cookies" are text files we put in your computer's browser to store information. Cookies help us figure out the kind of information your child does or does not want to read.

Cookies also give us information to help us offer your child products, programs, and services that he or she'd like. We also use cookies to make your child's experience using our Website easier. For example, cookies help us recognize your child's name each time he or she comes back to our site or save his or her password in password-protected areas. Once you have given your permission, the Website will indirectly collect your child's log-in name and password through cookies. This allows the child to register for aspects of the Service only once.

Cookies, by themselves, do not tell us your child's e-mail address or other personally identifiable information. However, if you give your permission and your child gives us personally identifiable information, for example, by registering on our Website, this information may be linked to the data stored in the cookies.

Third-Party Ad Servers or Ad Networks

The Website allows other companies, called third-party ad servers or ad networks, to serve advertisements on The Website. These third-party ad servers or ad networks use technology to send, directly to your child's browser, the advertisements and links that appear on The Website. They automatically receive your IP address when this happens. They may also use other technologies (such as cookies, JavaScript, or Web Beacons) to measure the effectiveness of their advertisements and to personalize the advertising content.

The Website does not provide any personally identifiable information to these third-party ad servers or ad networks without your consent. However, please note that if an advertiser asks the Website to show an advertisement to a certain audience and your child responds to that advertisement, the advertiser or ad-server may conclude that your child fits the description of the audience they are trying to reach.

You should consult the respective privacy policies of these third-party ad servers or ad networks. The Website privacy policy does not apply to, and we cannot control the activities of, such advertisers.

4. How We Use the Information

We use the personal information your child submits to operate, maintain, and provide to your child the features and functionality of the Service. Any personal information or content that your child voluntarily discloses for posting to the Service becomes available to the public ("User Content"). If your child removes User Content, copies may remain viewable in cached and archived pages or if other users have copied or stored your child's User Content.

You consent to our using your child's email address to send your child Service-related notices, including any notices required by law, in lieu of communication by postal mail. Your child may not opt out of Service-related emails but may change the frequency of receiving such emails by changing the preferences in your child's Account Settings.

We may also use your child's email address to send your child other messages, such as newsletters, changes to features of the Service, or special offers. If your child does not want to receive such email messages, your child may opt out by sending an email message to sales@protechemail.com with the words "No email" in the subject field. Opting out may prevent your child from receiving email messages regarding updates, improvements, or offers.

The Website may use certain information about your child and/or your child's User Content without identifying your child as an individual to third parties. We do this for

purposes such as analyzing how the Service is used, diagnosing service or technical problems, maintaining security, and personalizing advertisements and promotions.

5. Disclosure of the Information

The Website will not disclose your child's personal information to any third party without your express prior authorization. However, the Website may disclose aggregate data to third parties. After the Website collects users' log-in names and passwords through cookies, we also may use this information in the aggregate to analyze Website usage, as well as to offer products, programs, or services. We track the total number of visitors to our Website and the popularity of each area. This information helps us provide a technically smooth and creatively fun online experience for all our visitors. We may share some of this aggregated information with third parties.

You have the option to agree to our collecting and using your child's personal information without agreeing to the disclosure of the information to third parties. That is, your child can participate in activities on the Website without your consenting to our disclosing your personal information to third parties.

6. Parental Consent

As noted above, we need your consent before we permit your under-13-year-old child to use our Service. You will be emailed a form requesting your consent when your child registers for the Service.

7. New Consent If Change in This Policy

If we change the way we collect, use or disclosure your child's personal information we will send you a new notice and request for another consent. For example, if in the future we want to disclose the child's information to third parties we will provide you with a new notice and ask for your consent before we disclose any personal information to third parties.

8. Account Revisions

You may review, correct, update, or delete your child's personal information that has been provided to us at any time. All you have to do is e-mail us at sales@protechemail.com and we will contact you about reviewing and/or editing your child's information.

9. Revoking and Deleting Your Consent

At any time, you may revoke your consent, refuse to allow us to further use or collect your child's personal information, and direct us to delete the information. If you revoke your consent, we will no longer permit your child to participate in certain activities on the Website. Certain activities on the Website may not require your child's personal information and your child will continue to have access to such activities. If you choose to delete your child's information, the Website will not use it for any purpose except where required by applicable laws, regulations, or standards.

To revoke your consent, contact us by e-mail at sales@protechemail.com.

Privacy Policy

Last Reviewed: December 13, 2020

1. Introduction.

Protech Products, Inc. (“Company” or “We”) respect your privacy and are 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 <https://pipesupportexpress.com> (our “Website”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On this Website.
- In email, text, and other electronic messages between you and this Website.
- Through mobile and desktop applications you download from this Website, which provide dedicated non-browser-based interaction between you and this Website.
- When you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this policy.
- Any other sources.

It does not apply to information collected by:

- Us offline or through any other means, including on any other website operated by Company or any third party (including our affiliates and subsidiaries); or
- Any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the 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 our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

2. Children Under the Age of 13.

No one under the age of 13 may provide any personal information to or on the Services without verifiable parental consent. Please note that we do not knowingly collect any personally identifiable information from children under the age of 13 without obtaining verifiable consent from that child’s parent or guardian (“Parental Consent”), except for the limited amount of personally identifiable information we need to collect in order to obtain Parental Consent (“Required Information”). Until we have received Parental Consent, we will only use Required Information for the purpose of obtaining Parental Consent. If you are a child under the age of 13, please do not attempt to use or register for the Services or send any personal information about yourself to us before we obtain Parental Consent, except for the Required Information for purposes of the Parental Consent process. If you are a parent or legal guardian and think that your child under the age of 13 has given us information (beyond the Required Information) without our obtaining Parental Consent, please contact us at sales@protechemail.com.

California residents under 13 years of age may have additional rights regarding the collection and sale of their personal information. Please see Your California Privacy Rights for more information.

3. Information We Collect About You and How We Collect It.

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

- By which you may be personally identified, such as name, postal address, e-mail address, telephone number, social security number or other similar information (“personal information”);
- That is about you but individually does not identify you; and
- About your internet connection, the equipment you use to access our Website, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.
- From third parties, for example, our business partners.

4. Information You Provide to Us.

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

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering to use our Website, subscribing to our service, posting material, or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our 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 for research purposes.
- Details of transactions you carry out through our Website and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Website.
- Your search queries on the Website.

You also may provide information to be published or displayed (hereinafter, “posted”) on public areas of the Website, or transmitted to other users of the Website or third parties (collectively, “User Contributions”). Your User Contributions are posted on and transmitted to others at your own risk. Although we limit access to certain pages, please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of other users of the Website with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

5. Information We Collect Through Automatic Data Collection Technologies.

As you navigate through and interact with our 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 our Website, including traffic data, location data, logs, 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.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking). Please see our Website for information on how you can opt-out of behavioral tracking on this website and how we respond to web browser signals and other mechanisms that enable consumers to exercise choice about behavioral tracking.

The information we collect automatically includes personal information 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 our Website and to deliver 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 our Website according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our 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 setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.
- Flash Cookies. Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Choices About How We Use and Disclose Your Information.
- Web Beacons. Pages of our Website 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).
- Google Analytics. Our website uses a tool called Google Analytics, which collects user information regarding the activities that users engage in while on the website. Google Analytics collects information such as how often users visit this site, what pages they visit when they do so, and what other sites they used prior to coming to this site. We use the information we get from Google Analytics to improve this site and our outreach efforts. Google Analytics collects only the IP address assigned to you on the date you visit this site, rather than your name or other identifying information. Although Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this site, the cookie cannot be used by anyone but Google. Google's ability to use and share information collected by Google Analytics about your visits to this site is restricted by the Google Analytics Terms of Use and the Google Privacy Policy. You can prevent Google Analytics from recognizing you on return visits to this site by disabling cookies on your browser.

- Google Ads & Remarketing. We use a tool called “Google Ads” to collect information about the use of this site and use this information to serve you more relevant advertisements (“Retargeting”). Google and other third parties may show these advertisements on other websites that you visit or services you use. These ads shown on other web sites are based on your past visits to this site by using cookies. You may opt-out of Google’s use of cookies by visiting Google’s Ads Settings page.
- Facebook Tracking Pixel. We may use the “conversion tracking pixel” provided by Facebook to record the efficacy of Facebook’s advertisements and for additional market research purposes. This tool allows us to gather information about your activity after you are redirected to the website after clicking on an advertisement on Facebook. Facebook or its partners may use a cookie to facilitate the display of advertisements. Facebook may save and process this data and connect it to your account in accordance with Facebook’s Data Policy.
- Embedded Scripts. An embedded script is programming code that is designed to collect information about your interactions with the website, such as the links you click on. The code is temporarily downloaded onto your Device from our web server or a third-party service provider, is active only while you are connected to our site, and is deactivated or deleted thereafter.

We do not collect personal information automatically, but we may tie this information to personal information about you that we collect from other sources or you provide to us.

6. Third-Party Use of Cookies and Other Tracking Technologies.

Some content or applications, including advertisements, on the Website are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties’ tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt-out of receiving targeted advertising from many providers, see Choices About How We Use and Disclose Your Information.

7. 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 our 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 communicate with you about your order, purchase, account, or subscription.
- 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 important changes to our Website or any products or services we offer or provide through it.
- To operate, maintain, improve, personalize, and analyze the products or services we offer or provide;
- To monitor and analyze trends, usage, and activities for marketing or advertising purposes;
- To detect, prevent, or investigate security breaches, fraud, and other unauthorized or illegal activity;
- To allow you to participate in interactive features on our Website.
- Send promotional communications, such as information about features, newsletters, offers, promotions, contests, and events;
- Share information across the Company's products and devices to provide a more tailored and consistent experience on all Company products you use;
- Develop, test and improve new products or services, including by conducting surveys and research, and testing and troubleshooting new products and features;
- 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. 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 audiences. 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.

We do not sell, rent or lease our customer lists to third party.

8. Disclosure of Your Information.

We may disclose aggregated or anonymized information about our users without any restrictions. We will not share your personal information that we collect or you provide as described in this Policy except in the following circumstances:

- With subsidiaries and affiliates for business purposes. To our subsidiaries and affiliated companies for purposes of management and analysis, decision-making, and other business purposes.
- When we work with service providers. To service providers, contractors, and other third parties that provide us with support services, such as credit card processing, website hosting, email and postal delivery, location mapping, product and service delivery, or analytics services, and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- When we become involved in a sale or transfer of the Company. If we become involved with 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), to business entities or people involved in the negotiation or transfer.

- When we are required by law. To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- When we enforce our rights. To enforce or apply this Policy, our Terms of Use, and other agreements, including for billing and collection purposes.
- To help protect lawful interests. If we believe disclosure will help us protect the rights, property, or safety of the Company, our users, partners, agents, and others. This includes exchanging information with other companies and organizations for fraud protection, and spam and malware prevention.
- To fulfill the purpose for that information or with your consent. To fulfill the purpose for which you provide the information, for any other purpose disclosed by us when you provide the information, or with your consent.
- When we work with marketing service providers. To marketing service providers to assess, develop, and provide you with promotions and special offers that may interest you, administer contests, sweepstakes, and events, or for other promotional purposes.
- When we work with business partners. To third parties whom we have strategic marketing alliances or partnerships with for the purpose of providing you information regarding products and services that we think will be of interest to you.
- Any other types of third-party disclosures.

Information that you post on or through the public areas of the Services (e.g., chat rooms, bulletin boards, and discussion groups) are generally accessible to, and may be collected and used by, others and may result in unsolicited messages or other contact from others. Users of the Services are encouraged to exercise caution when providing personal information about themselves in public or interactive areas.

“Do Not Track” is a privacy preference you can set in most web browsers. When you turn on this preference, it sends a signal or message to the websites you visit indicating that you do not wish to be tracked. Please note that we currently do not respond to Do Not Track browser settings.

9. 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:

- **Cookies & Other Tracking Technologies.** You may be able to set your browser to reject cookies and certain other technologies by adjusting the appropriate settings in your browser. Each browser is different, but many common browsers have preferences that may be adjusted to allow you to either accept or reject cookies and certain other technologies before they are set or installed, or allow you to remove or reject the use or installation of certain technologies altogether. We recommend that you refer to the Help menu in your browser to learn how to modify your browser settings. Please note that you cannot remove Flash cookies simply by changing your browser settings. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe’s website. If you disable or refuse cookies, please note that some parts of the Services may become inaccessible or may not function properly.
- **Promotional Communications from the Company.** If you do not wish to have your contact information used by the Company to promote our own or third-party products or services, you can opt-out by (i) informing us of your preference at the time you register for

an account, complete an order form, sign up for our newsletter, or complete any other form on or through the Services which we collect your data; (ii) modifying your user preferences in your account profile by checking or unchecking the relevant boxes; (iii) following the opt-out instructions in the promotional emails we send you; or (iv) sending us an email stating your request. Please note that if you opt-out of receiving promotional communications from us, we may still send you transactional communications, including emails about your account or purchases.

- **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 (i) informing us of your preference at the time you register for an account, complete an order form, sign up for our newsletter, or complete any other form on or through the Services which we collect your data; (ii) modifying your user preferences in your account profile by checking or unchecking the relevant boxes; (iii) following the opt-out instructions in the promotional emails we send you; or (iv) sending us an email stating your request.

- **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 modifying your user preferences in your account profile by checking or unchecking the relevant boxes or sending us an email stating your request. 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. Many advertising companies that collect information for interest-based advertising are members of the Digital Advertising Alliance or the Network Advertising Initiative, both of which maintain websites where people can opt-out of interest-based advertising from their members. To opt-out on these pages, visit www.AboutAds.info and www.networkadvertising.org.

- **Location Information.** You may be able to adjust the settings of your device so that information about your physical location is not sent to us or third parties by (a) disabling location services within the device settings; or (b) denying certain websites or mobile applications permission to access location information by changing the relevant preferences and permissions in your mobile device or browser settings. Please note that your location may be derived from your WiFi, Bluetooth, and other device settings. If you have questions about how to disable your device's location services, we recommend you contact your mobile service carrier or your device manufacturer.

- **Voice Transmissions.** You may be able to adjust the settings of your device so that your voice transmissions cannot be sent to us or third parties by (a) disabling microphone and speech recognition services within the device settings; or (b) denying certain websites or mobile applications permission to access microphone and speech recognition services by changing the relevant preferences and permissions in your mobile device or browser settings.

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.

California residents may have additional personal information rights and choices. Please see Your California Privacy Rights for more information.

10. Your California Privacy Rights.

Under California Civil Code sections 1798.83-1798.84, California residents are entitled to ask us for a notice identifying the categories of personal customer information which we share with our affiliates and third parties for marketing purposes, and providing contact information for such affiliates and third parties. If you are a California resident and would like a copy of this notice, please submit a written request to the following address: Protech Products, Inc., 511 Central Park Drive, Sanford, FL 32771.

We will make every effort to promptly respond to your request.

If you are a California resident, California law may provide you with additional rights regarding our use of your personal information. To learn more about your California privacy rights, please review our CCPA Privacy Notice for California Residents below.

11. Transfer of Information to the United States.

Our site is operated in the United States and intended for users located in the United States. If you are located outside of the United States, please be aware that information we collect, including Personal Information, will be transferred to, processed, stored and used in the United States. The data protection laws in the United States may differ from those of the country in which you are located, and your Personal Information may be shared with third parties for direct marketing purposes and may be subject to access requests from governments, courts, or law enforcement in the United States according to laws of the United States. By using our site or providing us with any information, you consent to the transfer to, and processing, usage, sharing and storage of your information, including Personal Information, in the United States as set forth in this Privacy Policy.

12. Data Security.

We take reasonable precautions to secure your personal information. We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions will be.

The safety and security of your information also depend on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Website like message boards. The information you share in public areas may be viewed by any user of the Website.

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 our 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 the Website.

13. Changes to Our Privacy Policy.

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Website home page. If we make material changes to how we treat our users' personal information, we will notify you by email to the primary email address specified in your account or through a notice on the Website home 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 our Website and this privacy policy to check for any changes.

14. Terms of Use.

If you choose to visit the Services, your visit and any dispute over privacy is subject to this Policy and our Terms of Use, including limitations on damages, resolution of disputes, and application of the law of the state of Delaware.

15. Contact Information.

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

Email: sales@protechemail.com

Address: Protech Products, Inc., 511 Central Park Drive, Sanford, FL 32771.

Phone: 800-334-9815.

CCPA Privacy Notice for California Residents

Last Reviewed: December 13, 2020

This Privacy Notice for California Residents supplements the information contained in Protech Products, Inc.'s Privacy Policy (see above) and applies solely to all visitors, users, and others who reside in the State of California ("consumers" or "you"). We adopt this notice to comply with the California Consumer Privacy Act of 2018 (CCPA) and any terms defined in the CCPA have the same meaning when used in this Notice.

Where noted in this Notice, the CCPA temporarily exempts personal information reflecting a written or verbal business-to-business communication ("B2B personal information") from some of its requirements.

1. Information We Collect.

Our Website collects information that identifies, relates to, describes, references is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer, household, or device ("personal information").

Personal information does not include:

- Publicly available information from government records.
- Deidentified or aggregated consumer information.
- Information excluded from the CCPA's scope, like:
 - health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data;
 - personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

In particular, our Website has collected the following categories of personal information from its consumers within the last twelve (12) months:

Category	Examples	Collected
A. Identifiers.	A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.	YES
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.	YES
C. Protected classification characteristics under California or federal law.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	YES
D. Commercial information.	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	YES
E. Biometric information.	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.	YES
F. Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	YES
G. Geolocation data.	Physical location or movements.	YES
H. Sensory data.	Audio, electronic, visual, thermal, olfactory, or similar information.	NO
I. Professional or employment-related information.	Current or past job history or performance evaluations.	NO

J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)).	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.	NO
K. Inferences drawn from other personal information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	NO

Our Website obtains the categories of personal information listed above from the following categories of sources:

- Directly from you. For example, from forms you complete or products and services you purchase.
- Indirectly from you. For example, from observing your actions on our Website.

2. Use of Personal Information.

We may use or disclose the personal information we collect for one or more of the following purposes:

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information to request a price quote or ask a question about our products or services, we will use that personal information to respond to your inquiry. If you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate delivery. We may also save your information to facilitate new product orders or process returns.
- To provide, support, personalize, and develop our Website, products, and services.
- To create, maintain, customize, and secure your account with us.
- To process your requests, purchases, transactions, and payments and prevent transactional fraud.
- To provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.
- To personalize your Website experience and to deliver content and product and service offerings relevant to your interests, including targeted offers and ads through our Website, third-party sites, and via email or text message (with your consent, where required by law).
- To help maintain the safety, security, and integrity of our Website, products and services, databases and other technology assets, and business.
- For testing, research, analysis, and product development, including to develop and improve our Website, products, and services.

- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.
- As described to you when collecting your personal information or as otherwise set forth in the CCPA.
- 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 proceeding, in which personal information held by us about our Website users is among the assets transferred.

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

3. Sharing Personal Information.

We may disclose your personal information to a third party for a business purpose. When we disclose personal information for a business purpose, we enter a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for any purpose except performing the contract. The CCPA prohibits third parties who purchase the personal information we hold from reselling it unless you have received explicit notice and an opportunity to opt-out of further sales.

We share your personal information with the following categories of third parties:

- Service providers.
- Marketing agencies.
- Data aggregators.

4. Disclosures of Personal Information for a Business Purpose.

In the preceding twelve (12) months, Company has not disclosed personal information for a business purpose.

5. Sales of Personal Information.

In the preceding twelve (12) months, Company had not sold personal information.

6. Your Rights and Choices.

The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

6.1 Access to Specific Information and Data Portability Rights.

You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months. Once we receive and confirm your verifiable consumer request, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).

- If we sold or disclosed your personal information for a business purpose, two separate lists disclosing:
 - sales, identifying the personal information categories that each category of recipient purchased; and
 - disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.

We do not provide these access and data portability rights for B2B personal information.

6.2 Deletion Request Rights.

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *et. seq.*).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

We do not provide these deletion rights for B2B personal information.

6.3 Exercising Access, Data Portability, and Deletion Rights.

To exercise the access, data portability, and deletion rights described above, please submit a verifiable consumer request to us by either:

- Emailing us at sales@protechemail.com.
- Visiting <https://pipesupportexpress.com>.

Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative, which may include:
 - Name, contact information, and information related to your transaction or relationship with the Company, but the specific information requested may differ depending on the circumstances of your request for your security and to protect privacy rights.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

Making a verifiable consumer request does not require you to create an account with us. However, we do consider requests made through your password-protected account sufficiently verified when the request relates to personal information associated with that specific account.

We will only use the personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

6.4 Response Timing and Format.

We endeavor to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to 45 days), we will inform you of the reason and extension period in writing.

If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option.

Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

6.5 Personal Information Sales Opt-out and Opt-In Rights.

If you are 16 years of age or older, you have the right to direct us to not sell your personal information at any time (the "right to opt-out"). We do not sell the personal information of consumers we actually know are less than 16 years of age, unless we receive affirmative authorization (the "right to opt-in") from either the consumer who is at least 13 but not yet 16 years of age, or the parent or guardian of a consumer less than 13 years of age.

Consumers who opt-in to personal information sales may opt-out of future sales at any time.

7. Non-Discrimination.

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

However, we may offer you certain financial incentives permitted by the CCPA that can result in different prices, rates, or quality levels. Any CCPA-permitted financial incentive we offer will reasonably relate to your personal information's value and contain written terms that describe the program's material aspects. Participation in a financial incentive program requires your prior opt-in consent, which you may revoke at any time.

8. Other California Privacy Rights.

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our Website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to sales@protechemail.com or write us at Protech Products, Inc., 511 Central Park Drive, Sanford, FL 32771.

9. Changes to Our Privacy Notice.

We reserve the right to amend this privacy notice at our discretion and at any time. When we make changes to this privacy notice, we will post the updated notice on the Website and update the notice's effective date. Your continued use of our Website following the posting of changes constitutes your acceptance of such changes.

10. Contact Information.

If you have any questions or comments about this notice, the ways in which Company collects and uses your information described here and in the Privacy Policy, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at

Website: <https://pipesupportexpress.com>.

Email: sales@protechemail.com.

Postal Address: Protech Products, Inc., 511 Central Park Drive, Sanford, FL 32771.

Phone: 800-334-9815.