

# Endurance Water & HVAC LLC Website Privacy Policy

Last modified: June 17, 2022

## 1. Introduction

Endurance Water & HVAC LLC, (“the Company” or “We”) respect your privacy and are committed to protecting it through our compliance with this policy (hereinafter “Privacy Policy”).

This policy describes the types of information We may collect from you or that you may provide when you visit <https://endurancewh.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 Privacy Policy.

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 (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

By providing personal information to us when you create or update your account, **you are expressly and voluntarily accepting the terms and conditions of our Website Terms & Conditions and freely accepting and agreeing to our processing of your personal information in ways set out by this Privacy Policy.** Supplying to us any information deemed “sensitive” by applicable law is entirely voluntary on your part. **You can withdraw or modify your consent to our collection and processing of the information you provide at any time, in accordance with the terms of this Privacy Policy and the Website Terms & Conditions, by changing your account settings.**

Please read this Privacy 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 only choice for recourse is not to use our Website. By accessing or using this Website, you agree to this Privacy Policy. This Privacy Policy may change from time to time. Your continued use of this Website after We make changes is deemed to be acceptance of those changes, so please check the Privacy Policy page at <https://endurancewh.com/privacy> periodically for updates.

## **2. Children Under the Age of 18**

Our Website is not intended for children under 18 years of age. No one under age 18 may provide any personal information to or on the Website. We do not knowingly collect personal information from children under 18. If you are under 18, do not use or provide any information on this Website or on or through any of its features, register on the Website, make any purchases through the Website, use any of the interactive or public comment features of this Website or provide any information about yourself to the Company, 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 18 without verification of parental consent, We will promptly delete that information. If you believe We might have any information from or about a child under 18, please contact us at BLANK.

## **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, email address, telephone number, or any other identifier by which you may be contacted online or offline (“**personal information**”);
- That is about you but individually does not identify you, such as data resulting from your activity, such as transaction information, IP address, log in, email, passwords and browsing activity; mobile information (location services); and information from other sources. We may also gather additional information such as the type of device and browser, the IP address of the device, information about the device's operating system, and additional information associated with the device and browsing activity; and/or
- 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 and other tracking technologies.

We collect information from visitors and users who access various parts of our Website and use different services in a variety of ways, including through a mobile device. As a result, the type of information We collect depends on the ways visitors and users interact with the Company, our Website and/or our service(s). We may offer websites, services or applications that permit browsing and do not require registration. We may also offer users the ability to access their accounts online and offline, which may result in collection of different data.

#### **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 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 requested products and/or services. You may be required to provide financial information before buying products or scheduling services through our Website.
- Your search queries on the Website.
- Statistics related to every user.

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, and you may set certain privacy settings for such information by logging into your account. 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, browsing habits and history.

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).

The information We collect automatically may include personal information, or 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 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 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.
- **Web Beacons.** Pages of our 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).

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 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 third-party provider directly or review their applicable privacy policy.

## **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 provide you with notices about your account.
- 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 our Website or any products or services We offer or provide through it.
- To allow you to participate in interactive features on our Website, if any.
- In any other way We may describe when you provide the information.
- For any other purpose with your consent.

We may, from time to time, conduct surveys and polls and also help third parties do this type of research. Your participation in surveys or polls is up to you. You may also opt out of getting invitations to participate in surveys by emailing us at BLANK.

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 or notify us of such at BLANK.

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/Company may assume that you meet its target criteria.

## **8. Disclosure of Your Information**

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

We may disclose personal information that We collect or you provide as described in this Privacy Policy:

- 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 our Website users is among the assets transferred.
- To third parties to market their products or services to you if you have not opted out of these disclosures. We contractually require these third parties to keep personal information confidential and use it only for the purposes for which We disclose it to them.
- To sell to third parties who want to understand user behavior in a certain market.
- To fulfill the purpose for which you provide it.

- For any other purpose disclosed by us when you provide the information.

We may also disclose your personal information:

- To comply with any court order, law or legal process, including to respond to any government or regulatory request.
- To enforce or apply our Website Terms & Conditions and other agreements, including for billing and collection purposes.
- If We believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

## **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:

- **Tracking Technologies and Advertising.** 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 the Website may then be inaccessible to you or not function properly.
- **Promotional Offers from the Company.** 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 information provided to the Company as a result of a product/service experience or other transactions.

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.

We will not share credit card numbers, phone numbers or email addresses to third parties for direct marketing.

## **10. Accessing and Correcting Your Information**

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

You may also send us an email at BLANK to request access to, correct or delete any personal information that you have provided to us. If you created a user account We cannot delete your personal information except by also deleting 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.

If you delete your User Contributions from the Website, copies of your User Contributions may remain viewable in cached and archived pages or might have been copied or stored by other Website users.

## **11. Data Security**

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 encrypted. Please be aware that We may process your information outside the country where you live.

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 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, etc., if any. 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.

We are also not responsible for information collected by 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.

## **12. 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 and you may be required to accept the changed policy before proceeding to our Website. If We make material changes to how We treat our users' personal information, We will notify you by email to the email address specified in your account and/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.

## **13. Contact Information**

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

BLANK.