

PITSS America, LLC Corporate Privacy Policy

PITSS America, LLC Privacy Policy covers the collection, use, and disclosure of personal information that may be collected by PITSS America, LLC anytime you interact with PITSS America, LLC, such as when you visit our website, when you purchase our products and services, or when you call our sales or support associates. Please take a moment to read this policy to learn more about our information practices, including the types of information that might be gathered, how the information might be used and for what purposes, to whom we disclose the information, and how we safeguard your personal information.

Your privacy is a priority at PITSS America, LLC, and we take great lengths to protect it!

Why we collect personal information

We collect personal information because it helps us deliver a superior level of customer service. It enables us to give you convenient access to important information, industry news, our products and services. In addition, your personal information helps us keep you posted on the latest product announcements, product updates, special offers, and events that you might like to hear about.

If you do not wish to receive this information, contact us at pitssamerica@pitss.com with “**Remove me from your list**” in the Subject Line or write to us at

PITSS, America, LLC | 100 W. Big Beaver Road, Suite 200 | Troy, MI 48084

What information we collect and how we may use it

There are a number of situations in which your personal information may help us give you better products. For example:

- We may ask for your personal information when you’re discussing a product or service issue on the phone with an associate, participating in an online survey, purchasing a product, registering your products, or registering for an event or seminar.
- When you interact with PITSS America, LLC, we may collect personal information relevant to the situation, such as your name, mailing address, phone number, email address, and contact preferences, as well as information about the products or services you are interested in, including date of purchase and information relating to a support or service issue.
- We also collect information for market research purposes — such as your industry focus and the company you work for to gain a better understanding of our customers and thus provide you more relevant and valuable service.
- We may use personal information to provide products or literature that you have requested as well as for auditing, research, and analysis to improve PITSS America’s offerings.

Publicly displayed information is public

If you use a bulletin board, blog or chat room on a PITSS America website you should be aware that any information you share is visible to other users. Personally identifiable information you submit to one of these forums can be read, collected, or used by other individuals to send you unsolicited messages. PITSS America, LLC is not responsible for the personally identifiable information you choose to submit in these forums. For example, if you choose to make information which was previously non-public available by enabling certain

user features, PITSS America, LLC will collect that information from your interaction and the information may become publicly available.

When we disclose your information

PITSS America, LLC takes your privacy very seriously. PITSS America, LLC does not sell or rent your contact information to other companies for any reason.

Within the PITSS GmbH Organization

To help us provide superior service, your personal information may be shared with legal entities within the PITSS GmbH organization who will also honor and take steps to safeguard your information in accordance with this privacy policy.

With our service providers, vendors, and strategic partners

There are also times when it may be advantageous for PITSS America, LLC to make certain personal information about you available to companies that PITSS America, LLC has a strategic relationship with or that perform work for PITSS America, LLC necessary to provide products and services to you or your company on our behalf. These companies may help us process information, extend credit, fulfill customer orders, deliver products to you, manage and enhance customer data, provide customer service, assess your interest in our products and services, or conduct customer research or satisfaction surveys. These companies are also committed to ensuring your information is kept private and secure and have their own corporate privacy policies. PITSS America, LLC makes no warranties or guarantees with regard to the privacy practices, use or disclosure of any information once it leaves our PITSS America, LLC systems.

Please note that without such information being made available, it would be difficult for you to purchase products, have products delivered to you, receive customer service, provide us feedback to improve our products and services, or access certain services, offers, and content on the PITSS America website.

At times we may be required by law or litigation to disclose your personal information. We may also disclose information about you if we determine that for national security, law enforcement, or other issues of public importance, disclosure is necessary.

How we protect your personal information

PITSS America takes precautions including administrative, technical, and physical measures to safeguard your personal information against loss, theft, and misuse, as well as unauthorized access, disclosure, alteration, and destruction.

Integrity of your personal information

PITSS America, LLC has safeguards in place to keep your personal information accurate, complete, and up to date for the purposes for which it is used. Naturally, you always have the right to access and correct the personal information you have provided. You can help us ensure that your contact information and preferences are accurate, complete, and up to date by requesting a copy of your personal information, your product purchase history, and your interactions with our sales and support agents by contacting us at the email address below.

Minors

We only sell to business entities and do not sell to public consumers. Therefore, we do not knowingly collect personal information from the public or children under 13 for marketing or any other purpose. But because some information is collected electronically, it can appear to be the personal information of an individual interested in PITSS America, LLC products or

services and will be treated as such by this privacy policy. If a child under 13 submits personal information to PITSS America, LLC and we learn that that personal information is the information of a child under 13, we will attempt to delete the information as soon as possible.

Cookies and other technologies

As is standard practice on many corporate websites, PITSS America, LLC's website may use "cookies" and other technologies to help us understand which parts of our websites are the most popular, where our visitors are going, and how much time they spend there. We may also use cookies and other technologies to make sure that our online advertising is bringing customers to our website, to perform general studies on traffic patterns on our website. PITSS America, LLC strives to make your visit to our site convenient and rewarding and our communications as relevant to the individual needs and preferences of our customers and others visiting our website. Therefore, we may use cookies to customize your experience and provide greater convenience each time you interact with us.

If you prefer not to enable cookies, please go to your browser's security options and disable cookies. Please be advised that certain features of the PITSS America website may not be available once cookies are disabled.

In some of our email messages we use a "click-through URL" linked to content on the PITSS America website. When customers click one of these URLs, they pass through our web server before arriving at the destination web page. We track this click-through data to help us determine interest in particular topics and measure the effectiveness of our customer communications. If you prefer not to be tracked simply avoid clicking text or graphic links in the email.

Our companywide commitment to your privacy

PITSS America, LLC takes protecting your privacy very seriously and we communicate these guidelines to PITSS America, LLC employees and contractors. We make every effort to ensure our privacy safeguards within the company are strictly enforced. In addition, PITSS America, LLC supports industry initiatives to preserve privacy rights on the Internet and in all aspects of electronic commerce.

PITSS America's website has links to the sites of other companies. PITSS America, LLC is not responsible for their privacy practices. We encourage you to learn about the privacy policies of those companies.

Privacy questions

If you have questions or concerns about PITSS America's Customer Privacy Policy or data processing, please use the email address pitssamerica@pitss.com to contact us.

PITSS America, LLC may update its privacy policy from time to time. When we change the policy in a material way a notice will be posted on our website along with the updated privacy policy.