

## FHC PRIVACY POLICY

Welcome and thank you for visiting (FHC) Frameless Hardware Company LLC! The security of your personal information is important to us at FHC. This page informs you how information about you may be utilized. We ask that you review our privacy policy and hope it will address any questions or concerns you may have. If you have any questions we ask that you please contact us at any time at 888-295-4531 or provide feedback via e-mail [privacy@fhc-usa.com](mailto:privacy@fhc-usa.com).

FHC reserves the right to remove or amend the Website at any time. Any service or material that we provide on the Website is at our sole discretion, and is subject to change with or without notice to you. FHC will not be liable if, for any reason, all or part of the Website is unavailable at any time or during any period. You are responsible for making any necessary arrangements to have access to the Website. Your access to and looking through the Website constitutes your full acceptance of the terms and conditions set forth.

### Consent

Upon visiting and using our Site, customers acknowledge and accept the practices described in this Privacy Policy. By providing your personal information, you acknowledge and consent to its collection, use, retention, and sharing, for the stated purposes. The FHC Company reserves the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Site after any modifications to the Privacy Policy on this page, will constitute your acknowledgment of the modifications and your consent to accept and be bound by the modified Privacy Policy.

### General Information

At FHC Company we use your personal information solely for providing and enhancing the Site, in order to continually improve the browsing experience. A site analysis tool is utilized to better assist us in understanding how customers use the Site. The information we collect is not limited to a particular user. Here are some types of information we gather. These include, but are not limited to:

- Website from which the request originated
- Internet Protocol ("IP") address and location
- The pages of our Site that you visit
- The time spent on pages visited
- Browser type
- Browser version
- Operating system and its interface
- Path followed
- The time and date of your visit

The information gathered when customers register with our Site include, but are not limited to:

- Name of customer
- Customer's job title
- Customer's e-mail address
- Customer's personal user ID and password
- Customer's billing address and telephone number
- Federal Tax ID and Dun & Bradstreet ID (if Open Account)
- Customer's shipping address and telephone number (if different from billing address)

All Customer Credit Card numbers, along with expiration date information, **are not stored** on **FHC-USA.com**. All Customer Credit Card information is safely stored offsite with Authorize.Net. FHC Company stores all customer data in order to manage the site by evaluating information and stats, along with customer feedback, to provide enhanced content, services, and high-quality products.

### Security Issues

The security of your personal information is important to us at FHC Company. While we strive to use commercially acceptable means to protect your personal information it is ultimately the customer's responsibility to maintain and safeguard their user ID and password. We cannot guarantee its absolute security.

## Information Use and Sharing

At FHC, the information collected is used primarily for enhancing our Site. We always want to provide you with the best possible shopping experience. The information collected helps us to identify your product and service preferences. It also helps us improve our merchandise selection and customer service capabilities.

FHC may occasionally contact its online customers via e-mail, direct mail, or by telephone to provide feedback, contact you about an order, send promotional offers, or supply information we believe will be of interest to you. Your feedback is important to us.

## Third Parties

In addition, we may use third party services that collect, monitor, and analyze the data collected. The third parties that are accessed from our Site have separate privacy policies. FHC Company is not responsible for, nor do we endorse, the information or content contained on third party websites.

## Opting Out

At FHC, customers have the choice to have their personal information removed from third party and internal FHC Company distribution at any time. Customers can simply choose to opt out by e-mail, phone, or fax at the following:

- E-mail us: **privacy@fhc-usa.com**
- Telephone our Customer Service Representative at: **(888) 295-4531**
- Fax us: **(323) 336-8307**

To better serve you please include the e-mail account initially used during the registration process when corresponding.