



Electrolab, Inc. Privacy Policy

Protecting your private information is our priority. This Privacy Policy (or "Policy") describes how Electrolab, Inc. ("Electrolab", "we," or "our") collects, uses, shares, and protects information obtained from and about our customers ("you"). This Policy applies to electrolabcontrols.com and Electrolab, Inc. and governs data collection and usage. For the purposes of this Policy, unless otherwise noted, all references to Electrolab include [Electrolabcontrols.com](http://electrolabcontrols.com) and Electrolab, Inc. and any current or future affiliates of Electrolab. The Electrolab website is intended to provide company information and news, product information and technical resources. By using the Electrolab website and providing your information, you consent to the terms and data practices described in this policy.

Collection of Personal Information

In order to better provide you with products and services offered on our website, Electrolab may collect personally identifiable information. To generate a more complete view of our customers, Electrolab may combine information collected via this website with information collected via other Electrolab communications such as emails, newsletters, promotions and social media. Personally-identifiable information may include your:

- First and Last Name
- Mailing Address
- Shipping Address
- Email Address
- Phone Number
- Company Name
- Job Title

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services available on the website. These may include: (a) registering for an account (b) signing up for special offers or promotions; (c) sending us an email message. We will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

Use of Personal Information

Electrolab collects and uses your personal information to operate its website(s) and deliver the services you have requested. Electrolab may also use your personally identifiable information to inform you of other products or services available from Electrolab and its affiliates.

Sharing Information with Third Parties

Electrolab does not sell, rent or lease its customer lists to third parties.

Electrolab may share data with trusted partners to help perform statistical analysis, ad measurement services, send email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Electrolab, and they are required to maintain the confidentiality of your information.

Electrolab may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Electrolab or the website; (b) protect and defend the rights or property of Electrolab; and/or (c) act under exigent circumstances to protect the personal safety of users of Electrolab, or the public.

Tracking User Behavior

To enhance the website browsing experience and to help us determine what Electrolab products and services are most popular, Electrolab may keep track of the websites and pages our users visit. This data is used to deliver customized content and advertising to Electrolab customers whose behavior indicates that they are interested in a particular subject area.

Automatically Collected Information

Information about your computer hardware and software, how you use and navigate the website and various information or statistics about visit interactions with the website may be automatically collected by Electrolab or third-party analytics services. This information can include: your IP address, browser type, domain names, pages visited, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Electrolab website. This technical computer information is not typically associated with your personal contact information and is typically collected using "cookies" and web beacons.

Use of Cookies

The Electrolab website may use "cookies" to help personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize Electrolab pages, or register with the Electrolab website, a cookie helps Electrolab to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such name, email address, phone number, and so on. When you return to the Electrolab website, the information you previously provided can be quickly retrieved to save time.

You can accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience all the features of the Electrolab website.

Google Analytics

Electrolab uses a tool called "Google Analytics" to collect information about use of this site. 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 only to improve this site. 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. We do not combine the information collected through the use of Google Analytics with personally identifiable 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 Adwords

Electrolab uses Google AdWords, which uses a conversion tracking cookie (also called a "conversion pixel") whenever you click on an Electrolab ad delivered by Google. These cookies become ineffective after 30 days and are not used for personal identification. If you visit specific pages of our website, Google and Electrolab can track whether you were forwarded to that page by clicking on one of our ads.

Data obtained through use of conversion cookies are used for statistical reporting only: these statistics tell us the total number of users who clicked on the ad delivered by Google and opened a webpage having a conversion tracking tag. We do not however receive any information allowing personal identification of users from Google. We are unable to cross-reference the data obtained to any specific user.

Information about how to opt out of Google Adwords can be found on the Google Ads Settings web page.

Links

This website may contain links to other websites. Please be aware that we are not responsible for the content or privacy practices of these other websites. We encourage our users to be aware when they leave our website and to read the privacy statements of any other website that collects personally identifiable information.

Security of Personal Information

Electrolab secures your personal information from unauthorized access, use, or disclosure. Electrolab uses SSL Protocol and other technologies for this purpose.

Electrolab strives to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond our control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through this website cannot be guaranteed.

Right to Deletion

Subject to certain exceptions set out below, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records; and
- Direct any service providers to delete your personal information from their records.
- Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Comply with various state and country Electronic Communications Privacy Acts;
- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- Comply with an existing legal obligation; or
- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

Children Under Thirteen

Electrolab does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must obtain permission from your parent or guardian to use this website.

Email Communications

On occasion, Electrolab may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our Services, we may receive a notification when you open an email from Electrolab, click on a link therein or unsubscribe.

If you would like to stop receiving marketing or promotional communications via email from Electrolab, you may opt out of such communications by clicking on the UNSUBSCRIBE link to any email exchange.

External Data Storage Websites

We may store your data on servers provided by third party hosting vendors with whom we have contracted.

Changes to this Statement

Electrolab reserves the right to change this Privacy Policy at any time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our website, and/or by updating any privacy information on this page. Your continued use of the website and/or Services available through this website after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

Contact Information

Electrolab welcomes your questions or comments regarding this Statement of Privacy. If you believe that Electrolab has not adhered to this Statement, please contact Electrolab at:

Electrolab, Inc.

159 Enterprise Parkway
Boerne, Texas 78006

Email Address:
insidesales@electrolabcontrols.com

Telephone number:
888.301.2400

Effective as of September 2024