

## RV Glass Express Privacy Policy

### Privacy Policy

Rev. March 2024

This Privacy Policy governs the manner in which RV Glass Express, Inc. (“RV Glass Express” or “We”) collects, uses, maintains, and discloses information collected from users (each, a “User”) of the [www.rvglassexpress.com](http://www.rvglassexpress.com) website (“Site”). This privacy policy applies to the Site and all products and services offered by RV Glass Express.

#### PERSONAL IDENTIFICATION INFORMATION

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, fill out a form, and in connection with other activities, services, features, or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, or phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site-related activities.

#### NON-PERSONAL IDENTIFICATION INFORMATION

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer, and technical information about the user’s means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

#### WEB BROWSER COOKIES

Our Site may use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

#### HOW WE USE COLLECTED INFORMATION

RV Glass Express may collect and use Users’ personal information for the following purposes:

To schedule an appointment for an estimate: Information you provide helps us respond to your request to schedule an appointment so that you may receive an estimate for our services.

To improve customer service: Information you provide helps us respond to your customer service requests and support needs more efficiently and effectively.

To improve our site: We may use feedback you provide to improve our products and services.

To run a promotion, contest, survey or other site feature: To send Users information they agreed to receive about topics we think will be of interest to them.

To send periodic emails and SMS messages: We may use the email address and mobile phone number to respond to Users' inquiries, questions, and/or to provide other related information.

#### HOW WE PROTECT YOUR INFORMATION

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

#### SHARING YOUR PERSONAL INFORMATION

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

#### COOKIES AND WEB BEACONS

Like any other website, our site uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

#### ADVERTISING PARTNERS PRIVACY POLICIES

Third-party ad servers or ad networks uses technologies like cookies, JavaScript, or Web Beacons that are used in their respective advertisements and links that appear on the site, which are sent directly to users' browser. They automatically receive your IP address when this occurs. These technologies are used to measure the effectiveness of their advertising campaigns and/or to personalize the advertising content that you see on websites that you visit. RV Glass Express has no access to or control over these cookies that are used by third-party advertisers.

#### THIRD-PARTY PRIVACY POLICIES

This Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options. You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

#### CALIFORNIA CONSUMER PRIVACY ACT (CCPA) RIGHTS (DO NOT SELL MY PERSONAL INFORMATION)

Under the CCPA, among other rights, California consumers have the right to:

Request that a business that collects a consumer's personal data disclose the categories and specific pieces of personal data that a business has collected about consumers.

Request that a business delete any personal data about the consumer that a business has collected.

Request that a business that sells a consumer's personal data, not sell the consumer's personal data.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

#### CHILDREN'S INFORMATION (COPPA)

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity. RV Glass Express does not knowingly collect any Personally Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

#### CHANGES TO THIS PRIVACY POLICY

RV Glass Express reserves the right to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

#### YOUR ACCEPTANCE OF THESE TERMS

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

#### CONTACTING US

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us via email at <https://rvglassexpress.com/contact-us/> by US mail at RV Glass Express LLC, Attn. Customer Service 2696 American Dr, Troy, MI 48083.