

KOWALSKI HEATING COOLING PLUMBING

PRIVACY POLICY

Thank you for visiting this website, which is operated by Kowalski Heating Company, DBA Kowalski Heating Cooling Plumbing, an independently owned and operated business.

Kowalski Heating Company (collectively known as “we,” “us,” and “our” when pertaining to this website only) understands that privacy is important to you. This privacy policy (“Policy”) describes the information we collect from or about you through the website on which it is posted. It describes how we use and share that information and describes the steps we take to protect your privacy.

BY USING OR ACCESSING THE SITE, YOU SIGNIFY YOUR AGREEMENT TO BE BOUND BY OUR POLICY. IF YOU DO NOT AGREE TO THIS POLICY, YOU MAY NOT ACCESS OR OTHERWISE USE THE SITE.

Scope of this Privacy Policy

This Policy applies only to information collected through this website. It does not apply to third-party websites or third-party mobile apps. It also does not apply to information collected through other channels, such as over the phone or in-person. This Policy may be supplemented or amended from time to time by additional privacy notices (“Privacy Notices”), provided at the time we collect your information. For example, certain pages of our website may contain Privacy Notices providing more details about the information we collect on those particular pages, why we need that information, and choices you may have about the ways we use that information. In other cases, specific Privacy Notices may be required to comply with the privacy laws of one of the countries, provinces, or states in which we do business.

What Information We Collect

We do not collect personal information about you unless you voluntarily submit that information to us, such as through our contact pages, by e-mail,

telephone, or any other means. The personal information which you may provide to us may include your name, address, telephone number, e-mail address, and in rare instances, credit card information.

When you visit or use this website, we may automatically collect certain non-personal, analytical information about you, such as the type of browser or device operating system you use, the domain name of the website from which you linked to us, the amount of time you spend on the website, and the pages on the website that you view. We may also aggregate information

collected from our users, such as the number of users in a particular region or having particular characteristics.

How We Use Your Information

We may send your personal information to other group companies, affiliates, and third parties to help us process your personal information for the purposes set out in this policy.

Generally, we use the information we collect through this website in the following ways:

- to provide the information, products, and services you request;
- to provide you with effective customer service;
- to provide you with a personalized experience when you use this website;
- to contact you with information and notices related to your use of this website;
- to improve the content, functionality, and usability of this website;
- to better understand your needs and interests;
- to improve our products and services;
- to improve our marketing and promotional efforts;
- to share with others as described in this policy;
- for security, credit, or fraud prevention purposes;
- in accordance with your consent; and
- for any other purpose identified in an applicable Privacy Notice, click-through agreement, or other agreement between you and us.

How We Share Your Information

With Third-Party Vendors

We share information collected through this website with third-party vendors who act for us or on our behalf. For example, we may use third-party vendors to design and operate this website, conduct surveys, and help us with our promotional efforts.

These third-party vendors may need information about you to perform their functions.

With Third-Party Social Media Platforms

We may provide functionality on this website that allows you to automatically post information about the actions you take on this Site to a third-party social media platform (such as Facebook or Twitter). If you choose to take advantage of this functionality, people with access to your profile on the third-party platform may be able to see the actions you have taken – for example, the items you have purchased. Thus, you should have no expectation of privacy in those actions. Further, if you choose to link your profile on this website with an account on a third-party social media platform, we may share the information in your profile with that third-party platform.

With Our Distributors, Licensees, and Other Affiliates

We may share the information collected through this website with its affiliates, licensees, and independent distributors (collectively “distributors”). Our distributors may use the information in all the ways listed in this policy, provided that such use relates to products or services. Our distributors may also use your information for their own marketing purposes, provided such marketing relates to products or services authorized by Kowalski Heating Company.

With Business Partners

From time to time, we may share your information with selected third parties (other than our third-party vendors or distributors) for joint marketing purposes.

As Part of a Business Transfer

Your information may be transferred to a successor organization if, for example, we transfer the ownership or operation of this website to another organization or if we merge with another organization. If such a transfer occurs, the successor organization’s use of your information will still be subject to this Policy and the privacy preferences you have expressed to us.

To Comply with Laws and Protect Our Rights and the Rights of Others

We may disclose your information when we, in good faith, believe disclosure is appropriate to comply with the law, a court order, or a subpoena. We may also disclose your information to prevent or investigate a possible crime, such as fraud or identity theft, to protect the security of this website, to enforce or apply our online Terms of Use or other agreements, or to protect our own rights or property or the rights, property, or safety of our users or others as described in a Privacy Notice or click-through agreement.

How We Collect Your Information

Information You Manually Provide

We collect the information you manually provide when you use this site. For example, we collect the information you provide when you request an appointment, literature, or services, or when you e-mail us with questions or feedback.

Information from Third-Party Social Media Platforms

You may be able to register with, log on to, or enhance your profile on this website by choosing to automatically populate the requested data fields with information you previously provided to a third-party social media platform (such as Facebook or Twitter). By doing this, you are asking the third-party platform to send us information from your profile on that platform. We treat that

information as we do any other information you give to us when you register, log on, or enhance your profile.

Information Sent to Us by Your Web Browser

We collect information that is sent to us automatically by your web browser. This information typically includes the IP address of your internet service provider, the name of your operating system, the name and version of your browser, the date and time of your visit, and the pages you visit. The information we receive depends on the settings on your web browser. Please check your browser if you want to learn what information your browser sends or how to change your settings.

The information we receive from your web browser is not, in and of itself, personally identifiable. Generally, we use this information to help us improve this website by making it more compatible with the technology used by our visitors and to improve our marketing efforts by identifying your general geographic location. However, we may combine it with other information in an attempt to identify you, or we may combine it with information that does identify you. We may also review our server logs for security purposes to detect intrusions into our network and we might share our server logs, which contain visitors' IP addresses, with the appropriate investigative authorities who could use that information to trace and identify you.

More about IP Addresses

Your IP address is the identifier assigned to your particular computer or other devices when you access the Internet.

Depending on how you connect to the Internet, your IP address may always be the same, or it may change each time you access the Internet. IP addresses do not include your name, email address, or other personal information, but in some cases, they may be linked to your personal information. For example, if you have registered with this website, we may link your IP address to account information that identifies you personally. We may also provide your IP address to our third-party service providers who can use it to identify information such as your state and zip code.

Clickstream Data

As you use the Internet, a trail of electronic information is left at each website you visit. This information, which is sometimes referred to as "clickstream data," can be collected and stored by a website's server. Clickstream data can tell us the type of device and browsing software you use and the address of the website from which you linked to the website. We may collect and use clickstream data to anonymously determine how much time visitors spend on websites, how visitors navigate throughout websites, and how we may tailor our website to better meet consumer needs. This information will be used to improve our website and our services. Any

collection or use of clickstream data will be anonymous and will not intentionally contain any personal data.

Information from Your Mobile or Tablet Device

Likewise, if you access this website through your mobile or tablet device, we may automatically collect certain information from or about your device. The types of information we may collect include the type of device you use, the IP address of your device, your device's operating system, the type of mobile or tablet Internet browsers you use, and information about the way you use our mobile or tablet application. This information is not, in and of itself, personally identifiable, but we may combine it with other information in an attempt to identify you, or we may combine it with information that does identify you.

Information Collected by Cookies and Other Technologies

We use "cookies" and other technologies to collect information and support certain features of this website. For example, we may use these technologies to:

- collect information about the manner by which visitors use this website including which pages they visit, which links they use, and how long they stay on each page;
- support the features and functionality of this website – for example, to save you the trouble of reentering information already in our database or to prompt the settings you established on previous visits;
- personalize your experience when you use this website; and
- improve our marketing efforts, including through the use of targeted.

One of the ways we personalize your experience through the use of cookies is by placing a cookie on your computer that contains the zip code you provide to us. As you browse this website, our web server will recognize your zip code and show you the products and services available in your area. The information we collect using cookies and similar technologies is not, in and of itself, personally identifiable, but we may link it to the personal information that you provide. If you do not wish to receive cookies, you may set your browser to reject cookies or to alert you when a cookie is placed on your computer. You can also clear your cookies at any time through your browser's settings. Although you are not required to accept cookies when you visit this website, you may be unable to use all of the functionality of this website if your browser rejects our cookies.

Information about Third-Party Cookies

In addition to the cookies Kowalski Heating Company delivers to your computer or mobile device through this Site, certain third parties may deliver cookies to you for a variety of reasons. For example, we use Google Analytics, a web analytics tool that helps us understand how visitors engage with our website. Other third parties may deliver cookies to your computer or

mobile device for the purpose of tracking your online behaviors across non-affiliated websites and delivering targeted advertisements either on this website or on other websites.

General Data Protection Regulation (GDPR)

Right to Access – the right to be provided with a copy of your personal information (the right of access).

Right to Rectification – the right to require us to correct any mistakes in your personal information.

Right to be Forgotten – the right to require us to delete your personal information—in certain situations.

Right to Restriction of Processing – the right to require us to restrict processing of your personal information—in certain circumstances, e.g., if you contest the accuracy of the data.

Right to Data Portability – the right to receive the personal information you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations.

Right to Object – the right to object:

- (i) at any time to your personal information being processed for direct marketing (including profiling); and
- (ii) in certain other situations to our continued processing of your personal information, e.g., processing carried out for the purpose of our legitimate interests.

Right Not to be Subjected to Automated Individual Decision- Making – the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

For further information on each of those rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioner’s Office (ICO) on individual rights under the General Data Protection Regulation.

California Consumer Privacy Act (CCPA)

You have the right under the California Consumer Privacy Act of 2018 (CCPA) and certain other privacy and data protection laws, as applicable, to exercise free of charge:

Disclosure of Personal Information We Collect About You – You have the right to know:

- (i) The categories of personal information we have collected about you;
- (ii) The categories of sources from which the personal information is collected;
- (iii) Our business or commercial purpose for collecting or selling personal information;
- (iv) The categories of third parties with whom we share personal information, if any; and

- (v) The specific pieces of personal information we have collected about you.

Please note that we are not required to:

- (i) Retain any personal information about you that was collected for a single one-time transaction if, in the ordinary course of business, that information about you is not retained;
- (ii) Reidentify or otherwise link any data that, in the ordinary course of business, is not maintained in a manner that would be considered personal information; or
- (iii) Provide the personal information to you more than twice in a 12-month period.

Personal Information Sold or Used for a Business Purpose – In connection with any personal information that we may sell or disclose to a third party for a business purpose, you have the right to know:

- (i) The categories of personal information about you that we sold and the categories of third parties to whom the personal information was sold; and
- (ii) The categories of personal information that we disclosed about you for a business purpose.

You have the right under the California Consumer Privacy Act of 2018 (CCPA) and certain other privacy and data protection laws, as applicable, to opt-out of the sale of your personal information. If you exercise your right to opt-out of the sale of your personal information, we will refrain from selling your personal information, unless you subsequently provide express authorization for the sale of your personal information.

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

- (i) Delete your personal information from our records; and
- (ii) Direct any service providers to delete your personal information from their records.

Please note that we may not delete your personal information if it is necessary to:

- (i) 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;
- (ii) Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for that activity;
- (iii) Debug to identify and repair errors that impair existing intended functionality;
- (iv) Exercise free speech, ensure the right of another consumer to exercise her or his right of free speech, or exercise another right provided for by law;
- (v) Comply with the California Electronic Communications Privacy Act;

- (vi) Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
- (vii) Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- (viii) Comply with an existing legal obligation; or
- (ix) Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

Protection Against Discrimination – You have the right to not be discriminated against by us because you exercised any of your rights under the CCPA. This means we cannot, among other things:

- (i) Deny goods or services to you;
- (ii) Charge different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties;
- (iii) Provide a different level or quality of goods or services to you; or
- (iv) Suggest that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

Please note that we may charge a different price or rate or provide a different level or quality of goods and/or services to you, if that difference is reasonably related to the value provided to our business by your personal information.

Interest-Based Advertising

We may ourselves, or with third-party vendors, use non-personal information in connection with our own or vendor information to deliver targeted advertising to you when you visit other websites or our website. Cookies, clickstream data, and other similar technologies described above may be used in this process. For example, if you are searching for information on a particular product, we or our vendor may cause an advertisement to appear on other websites you view with information on that product. This form of advertising, sometimes called “behavioral advertising,” is based on anonymous information and not on any personal information. As a result, we and our vendor know your interests, but do not personally identify you in connection with the delivery of that specific ad. We believe that such advertising is helpful because you will see advertisements that are relevant to your interests. However, if you would like to opt out of these interest-based advertisements, please follow the opt-out process described below under “Your Choices.”

Your Choices

Previously Expressed Preferences

You may change previously expressed preferences regarding how we use your information. If at any time you wish to be taken off our mailing lists, you can update contact preferences by contacting us at info@KowalskiHCP.com.

Opting Out of Interest Based Advertising

The online advertising industry provides a service through which you may opt-out of receiving targeted ads from certain data partners and other advertising partners that participate in self-regulatory programs. We comply with the Self-Regulatory Principles for Online Behavioral Advertising set forth by the Digital Advertising Alliance (DAA). You can opt-out of targeted advertising from certain providers at www.aboutads.info/consumers. Please note that by opting out, you will continue to see generic advertising that is not tailored to your specific interests and activities. To be clear, cookie-based opt-outs must be performed on each device and browser that you wish to have opted out of. For example, if you have opted out on your device browser, that opt-out will not be effective on your mobile device. You must separately opt-out on each device.

Opting Out of Cookies

If you want to stop or restrict the placement of cookies or flush any cookies that may already be on your computer or device, please refer to and adjust your web browser preferences. Further information on cookies is available at www.allaboutcookies.org.

By deleting our cookies or disabling future cookies you may not be able to access certain areas or features of our website or some of its functionality may be affected. Cookies and similar items are not used by us to automatically retrieve personal information from your device without your knowledge.

Do Not Track Mechanisms

Because of the changing state of technology and indecision within the industry regarding the meaning of DNT signals, we currently do not make any guarantee that we will honor DNT signals.

California Residents

If you are a California resident and have an established business relationship with us, you may request a notice disclosing the categories of personal information we have shared with third parties, for the third parties' direct marketing purposes, during the preceding calendar year. To request a notice, please contact us directly.

Links to Other Websites; Social Networking Services

This website may also contain links to websites that are not operated by us. These links are provided for your reference and convenience only and do not imply any endorsement of the products sold or information provided through these websites, nor any association with their operators. We do not control these websites and are not responsible for their data practices. Any information you provide to third parties on their websites is covered under their privacy and data collection policies and is not covered by this Policy. We urge you to review the privacy policy posted on any site you visit before using the site or providing any personal information.

The website may integrate with social networking services. You understand that we do not control such services and are not liable for the manner in which they operate. While we may provide you with the ability to use such services in connection with our website, we are doing so merely as an accommodation and, like you, are relying upon those third-party services to operate properly and fairly. You should be aware that personal information that you voluntarily include and transmit online in a publicly accessible blog, social network, or otherwise online may be viewed and used by others. We are unable to control such uses of your personal information, and by using such services, you assume the risk that the personal information provided by you may be viewed and used by third parties.

Access to Your Information

If you would like to review, correct, and update the personal information you have provided to us through this website, please contact us by email at info@KowalskiHCP.com. We will respond to your request within the time limit set out by the applicable privacy legislation. We will use reasonable efforts to comply with your request as required by applicable law.

How We Protect Your Information

We take reasonable precautions to provide a level of security appropriate to the sensitivity of the information we collect.

Although we use reasonable measures to help protect your information against unauthorized use or disclosure, due to the inherent open nature of the Internet, we cannot ensure or warrant the security of any information provided online. Therefore, we cannot guarantee the security of information provided over the Internet or stored in our databases and will not be responsible for breaches of security beyond our reasonable control.

Retention of Personal Information

We retain the personal information collected on this website as long as necessary to provide the services, products, and information you request or as permitted by applicable law. Even if we delete some or all of your personal information, we may continue to retain and use aggregate or anonymous data previously collected and/or anonymize or aggregate your personal information.

Please note that we will not be liable for disclosures of your data due to errors or unauthorized acts of third parties.

Children's Privacy

You must be at least 18 years old to have our permission to use this website. Our Services are not directed or marketed to children under the age of thirteen (13) and children under the age of thirteen (13) are not eligible to use our Services. We do not collect or maintain personal information from children that we actually know are under the age of thirteen (13). If a child under thirteen (13) submits personal information to us and we learn that the personal information is the personal information of a child under thirteen (13), we will take steps to remove the personal information from our databases as soon as possible.

Location

Kowalski Heating Company is a United States corporation. The servers that support this website may be located in the United States or other countries. Data protection laws vary from country to country; however, we will process your information in accordance with this Policy no matter where your data is stored. By using the website, you freely and specifically give us your consent to export your personal information to the United States and to store and use it in the United States as specified in this Policy. You understand that data stored in the USA may be subject to lawful requests by the courts or law enforcement authorities in the USA.

Changes to the Policy

We reserve the right, at our discretion, to change, modify, add, or remove portions from this Policy at any time. However, if at any time in the future we plan to use personal information in a way that materially differs from this Policy, we will post such changes here or email. We encourage you to periodically review the website for the latest information on our privacy practices. You are bound by any changes to the Policy when you use the website after such changes have been first posted.

Contact Us

If you have questions or concerns about this Policy, any Privacy Notice, or Kowalski Heating Company's data practices, please contact us by email at info@KowalskiHCP.com.

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