

# Privacy and Security Statement

Effective 01/01/20

Pool Water Products is a wholesale distributor of swimming pool equipment and supplies. We respect and understand privacy concerns that may arise, so we have created this Privacy and Security Statement for you. Our privacy policy is intended to offer an explanation of personal data we collect and share, and how you yourself may access the data you have provided us. The personal data example listed in this policy statement are not meant to be a comprehensive listing, but rather examples of the kinds of data we collect.

If you have any questions, or want further details about this policy, please contact us

- **By e-mail** at: [privacy@poolwater.com](mailto:privacy@poolwater.com)
- **By phone** at: 1-949-756-1666 Ext. 308.
- **By mail** at: Pool Water Products, PO Box 17359, Irvine, CA 92623-7359. Please make sure to include your contact information.

## To Whom this Statement Applies

This policy applies to all Pool Water Products customers, all [poolwaterproducts.com](http://poolwaterproducts.com) users, all current and former employees and all employment applicants.

## What Information Do We Collect?

We collect various types of information depending on how you engage with us.

### When you apply to purchase from us

We may collect your name, home address, billing address, shipping address, e-mail address, phone number, social security number, resale certificate account number and all information on your driver license. We will also retain a record of your purchases and payment details.

### When you apply for a credit line

If you apply for credit or authorization to write checks, we may collect your social security number, banking information and credit profile in addition to the information included in the application to purchase from us. This information is required to process your application.

### When you apply for employment

We may collect your name, address, phone number, driver license number, social security number, date of birth and work history.

## When you you become an employee

Certain positions at Pool Water Products may require us to collect criminal background, credit profile information and driving history.

## When you become a poolwaterproducts.com registered user

We initially ask for your e-mail, name, phone number and Pool Water Products account number, this allows us to verify that you are the owner of the account.

Maintaining security of your personal information is high priority for us, so we have taken numerous steps to ensure that it is processed confidentially, accurately and securely. The poolwaterproducts.com Web site uses encryption technology, such as Secure Sockets Layer (SSL), to protect your personal information during data transport. SSL encrypts ordering information such as your name, address and credit card number.

## How Do We Use Your Information?

We may or may not use your information in the following ways:

To serve you better

To improve the content on our web site

For marketing and promotional purposes

For making employment decisions

For making credit decisions

## Do We Share Your Information?

### Customers

Pool Water Products respects your privacy. We may share your personal information with a credit reporting agency during the processing of an application for credit or authorization for check writing privileges. Otherwise, we do not sell, rent, loan, or transfer any personal information regarding our customers to any other third party. All the information that is gathered is used to service your account.

### Employees and employment applicants

During the employment onboarding process, we may share an applicant's information with a Criminal Background reporting agency, credit reporting agency, insurance agency, payroll service, the State of

California and the United States government. Otherwise, we do not sell, rent, loan, or transfer any personal information regarding our employees or employment applicants. All the information that is gathered is used to process your application or facilitate the onboarding process.

## Can I Access My Information?

If you are a Pool Water Products Customer, current or former employee or employment applicant, you may request access to your information by sending a request either by email to the email address above, or USPS to the mailing address above. You may also call the Pool Water Products Consumer Privacy Information help line listed at the phone number above to initiate your request for access. Pool Water Products will give you access to your information in accordance with California law, provided we are able to verify that you are the owner of that information.

## Is It Secure to Shop on poolwaterproducts.com?

Yes. Pool Water Products uses Secure Sockets Layer ("SSL") for secure transmissions. SSL applies encryption to provide confidentiality between two communicating applications, such as your PC and our Internet server. Encryption is defined as a process for scrambling data to prevent illicit entry into a system or interception of information as it travels over the network. That's why you must use an SSL enabled browser to access poolwaterproducts.com. When your data is transmitted over the Internet, it is encrypted at the sending end and then decrypted at the receiving end.

Poolwaterproducts.com also carries the SecureTrust Trusted eCommerce seal, to provide our customers with assurance that they will have a reliable online shopping experience.

## What Are Cookies and Do We Use Them?

**A cookie** is a small piece of information sent by a Web site that is saved on your hard disk by your computer's browser. It holds information our eCommerce site may need to interact with you and personalize your experience. At poolwaterproducts.com, we use session cookies.

Session cookies exist only for as long as your browser remains open. Meaning, once you close your browser window the cookies (and all its information) disappear. We use session cookies to maintain information we need to have in order for you to shop at poolwaterproducts.com. For example, the Session ID cookie that we ask your browser to record might be the ID for your order. Without the Session ID cookie, you cannot add merchandise to your shopping order and carry it to Checkout. Cookies can be used by a web site to recognize you, but that does not necessarily mean any personal information is stored in the cookies. At poolwaterproducts.com, we store no personal information about you in the cookies. Anything you choose to tell us about yourself (such as your address and e-mail address) is stored safely and separately on our servers. You will be prompted to provide a password to access this information every time.

## Your California Privacy Rights

Pool Water Products gathers and collects various types of personal information about customers, current and former employees and employment applicants, both online and offline. California residents are allowed to request what and to whom their personal information is being disclosed. Other than for employment issues and credit verification, Pool Water Products does not disclose any information to anybody. The information gathered is strictly and solely used internally for business purposes. Pool Water Products will give you access to your information in accordance with California law provided we are able to verify that you are the owner of that information.

## How Often Does This Policy Change?

Please remember that Pool Water Products continually strives to improve our services. This privacy policy will be edited without notice, for that reason we strongly advise that you check back to this policy regularly.