

EFFECTIVE DATE: January 1, 2023

LAST REVIEWED: February 21, 2023

INTRODUCTION

Refresh Carpets & Upholstery LLC (the "Company", "Refresh Carpets", "Refresh Carpets & Upholstery", or "We") respects your privacy and is committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the Site www.refresh-carpets.com (our "Site"); interact with our Contact Office (our "Contact Office"); or utilize any of our proprietary internal business applications (our "Business Applications") and our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies to information we collect:

- On this Site.
- Through our Contact Office.
- In e-mail, SMS messaging, text and other electronic messages between you and this Site and/or our Contact Office.

- When you interact with our advertising and applications on third-party websites and services if those applications or advertising include links to this policy.
- Using our Business Applications.

It does not apply to information collected by:

- us offline or through any other means, including on any other Site operated by the Company or any third party (including our affiliates; subsidiaries); or
- any third party (including our affiliates; subsidiaries), including through any application or content (including advertising) that may link to or be accessible from the Site.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Site, interact with our Contact Office; or utilize our Business Applications. By accessing or using this Site, interacting with our Contact Officer, utilizing of our Business Applications, you accept both our Terms and Conditions and this Privacy Policy, and consent to the practices that it describes. This Policy may change from time to time. Your continued use of this Site, continued interactions with our Contact Office, or continued utilization of our Business

Applications after we make changes is deemed to be acceptance of those changes, Thus, please check the policy periodically for any updates.

If you have questions about our Privacy Policy or wish to exercise your rights and choices, please contact us as set forth in the section entitled "Contact Us" below.

INFORMATION WE COLLECT

Information You Manually Provide

We collect information you provide directly via the Site, our Contact Office and/or our Business Applications. The information we collect includes information that identifies, relates to, describes, is capable (within reason) of being associated with, or could be (within reason) linked, directly, or indirectly to you. The categories of information we collect may include the following:

- **Contact Data.** We collect your first and last name, postal address, email address, and telephone number.
- **Account Credentials.** We collect passwords and other information for authentication and account access
- **Payment Data.** We collect data necessary to process your payment if you make a purchase, including your payment instrument number (such as a credit card number), and the security code associated with your payment instrument.

- **Order Information.** We collect information about your orders and the products and services you choose.
- **Profile Data.** We may collect your interests, favorites, and preferences.
- **Content.** We collect the content of messages you send to us, such as feedback and product reviews you may write, or questions and information you provide to customer support.
- **Applicant Data.** We collect data as necessary to consider you for a job opening if you submit an application to us, including your employment and education history, transcript, writing samples, and references.

We collect information you provide at various points throughout your interactions with us, such as the following:

- **Account Registration.** To register an account with Refresh Carpets & Upholstery, you will be required to fill out a registration form on the Site. This form requires you to provide your contact data and account credentials. You may also provide additional profile data to help speed up and facilitate your future orders.
- **Online Orders.** You can place an online service order and free assessment callback appointment through your registered account or as a guest. If you place an online order, you will need to provide your first name and last name,

email address, telephone number, service or delivery address and order information. If you pay online, you will also need to provide your payment data.

- **Other Transactions.** We may offer you other opportunities to transact with us through the Site, our Contact Office and/or our Business Applications. If you conduct transactions through the Site or our Contact Office, we will collect information you provide directly about the transactions you engage in while on the Site or our Contact Office (including any data gathered through the Site and when you communicate with us through our Contact Office location). This information may include payment and billing information as well as the nature, quantity and price of the goods or services you exchange, audio recording and/or transcripts of your communications with our Contact Office, and the individuals or entities with whom you communicate or transact business.
- **Email and Other Voluntary Communications.** You may also choose to communicate with us through email, our Site, our Contact Office, or through other means. Such communications may be in connection with our customer service efforts, your questions, or for other purposes. We collect the information in these communications, and such information may include information that personally identifies you.

You may choose to voluntarily disclose other information when using our Site or interacting with our Contact Office that we do not request, and, in such instances, you are solely responsible for such information.

Information Collected Automatically

When you visit our Site, we automatically collect information about your device and how your device interacts with our Site or our Contact Office Center.

The categories of information we collect may include the following:

- **Service Use Data.** We collect data about the features and services you use, the emails and advertisements you view, the products and services you consider and purchase, the date and time you access the Site or contact our Contact Office Center, the pages you access while using the Site, and the internet address of the Sites, if any, from which you linked directly to the Site or our Contact Office Center, and other similar information.
- **Device Connectivity and Configuration Data.** We collect data about the type of device you use, the operating system and browser you use, your internet service provider, your device's regional and language settings, and other similar information. This data also includes IP address, MAC address, device advertising ID (e.g., IDFA or AAID), and other device identifiers.

- **Business Application Data.** If you are a Company Technician, we collect data about your use of the our proprietary internal Business Applications, such as the time you log in and out of Business Applications, arrival/departure times, transit time between customer locations, GPS data, and customer service information such as the time it takes a Refresh Carpets Technician to complete a specific service order.
- **Location Data.** We may collect data about your device's location, which can be precise (e.g., latitude/longitude data) or imprecise (e.g., location derived from an IP address or data that indicates a city or postal code level). For example, we may collect precise location through the Site to direct your inquiries to the appropriate Refresh Carpets franchisee.

We use cookies and other tracking technologies now and hereafter developed to automatically collect this information, including the following:

- **Log Files.** A log file is a file that records events that occur in connection with your use of the Sites and Business Applications, such as IP address, browser type, internet service provider, referring/exit pages, operating system, date/time stamps, and related data.
- **Cookies.** Our servers, or the servers of Refresh Carpets franchisee or other entities, may place a "cookie" on your device, store data in your device's

browser or access pre-existing removable tracking features on your device to allow you to use our Site and to personalize your experience. A "cookie" is a small piece of data that can be sent by a web server to your device, which then may be stored by your browser on your device's hard drive. Cookies and browser storage allow us to recognize your device while you are on our Site and help customize your online experience and support security features. Cookies and browser storage are also useful in allowing more efficient log-in for users, tracking transaction histories and preserving information between sessions. The information collected from cookies and browser storage may also be used to improve the functionality of our Site, analyze your use of our Site, or to deliver advertising regarding Refresh Carpets products and/or services to you. To learn more about how we use cookies, please visit the "Your Rights and Choices" section below. Types of cookies and tags on our Site include:

- **Functionality:** Used to remember your preferences and for facilitating transactions such as purchases or the scheduling of services.
- **Performance or Analytics:** Used to measure site activity to improve user experience.
- **Targeting:** Used to display information and offers that specifically interest you.

- **Local Storage.** We use Local Storage, such as HTML5 storage, to store information related to whether the user has chosen to "Remain Logged In" as well as tokens if other services are used. We may partner with other entities to provide certain features on our Site or to display advertising based upon your web browsing activity use Local Storage such as HTML 5 storage to collect and store information. Various browsers may offer their own management tools for removing HTML5 Local Storage.
- **Web Beacons ("Tracking Pixels").** Web Beacons are pieces of code embedded in a Site, video, email, or advertisement that send information about your use to a server. There are several types of web beacons, including image pixels (which are small graphic images) and JavaScript pixels (which contains JavaScript code). When you access a Site, video, email, or advertisement that contains a pixel, the pixel may permit us or another party to drop or read cookies on your browser. Web beacons are used in combination with cookies to track activity by a particular browser on a particular device. We may incorporate Web Beacons to allow us to track conversions, bring you advertising both on and off our Site, and provide you with additional functionality, such as the ability to connect our Sites with your social media account(s).

- **Location-Identifying Technologies.** GPS (global positioning systems) software, geo-filtering, and other location-aware technologies may locate (sometimes precisely) you for purposes such as verifying your location and delivering or restricting relevant content based on your geographic location.
- **Voice Processing Technologies.** Voice processing technologies record your interactions with our Contact Office and collect data to effectuate requests made by you. We maintain audio recording of your interactions with our Contact Office to complete your instructions or requests and to improve our delivery of products and services. In most circumstances, such audio recordings are destroyed with forty-five (45) of their creation. We may use non-audio data associated with the collection for additional purposes such as data analytics and otherwise in accordance with this Privacy Policy.
- **Device Fingerprinting.** Device fingerprinting is the process of analyzing and combining sets of information elements from your device's browser, such as JavaScript objects and installed fonts, in order to create a "fingerprint" of your device and uniquely identify your device and applications.

We may incorporate tracking technologies into our emails, our Site, our Business Applications as well as into our advertisements. Some of these tracking technologies

may track your activities across time and services for purposes of associating the different devices you use and delivering relevant ads and/or other content to you.

For further information on how we use tracking technologies for analytics and advertising and your rights and choices regarding them please see the sections entitled "Analytics, Advertising, and Retargeting" and "Your Rights and Choices" below.

Information Collected from Other Sources

We also may obtain information about you from other sources and may combine such information with information we have collected about you. The categories of other sources from which we may collect include the following:

- **Social Networks.** Social Networks when you reference our service or grant permission to Refresh Carpets to access your data on one or more of these services.
- **Business Partners.** Our Business Partners with which we offer co-branded services, sell, or distribute our products, or engage in joint marketing activities.
- **Publicly Available Sources.** Publicly Available Sources such as data in the public domain.

We are not responsible for the accuracy of any information provided by other sources or the data practices of other sources.

HOW WE USE YOUR INFORMATION

Refresh Carpets & Upholstery collects and uses information for business and commercial purposes in accordance with the practices described in this Privacy Policy.

Our business purposes for collecting and using information may include the following:

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information to request a price quote or ask a question about our products or services, we will use that personal information to respond to your inquiry. If you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate scheduling and delivery. We may also save your information to facilitate new product orders or process return service visits.
- operating and managing our Site, our Contact Office Center, and Business Applications such as providing you with products, services, and Promotions, opening, maintaining, administering, and servicing users' accounts.

- performing services requested by you, such as responding to your comments and requests, processing, servicing, or enforcing transactions and sending related communications.
- maintaining the security and integrity of our systems, and preventing and addressing fraud, unlawful access, and breach of our policies and terms.
- sending you technical notices, updates, security alerts, information about our policy changes and administrative messages.
- analyzing trends and usage, such as the efficiency of deliveries and store operations.
- helping to establish and verify the identity of users.
- improving our Site, Contact Office Center, Business Applications, stores, advertisements, products, Promotions, and services.
- sending you promotional newsletters, offers, advertisements and marketing communications and other information about Refresh Carpets & Upholstery
- sending and serving you advertising; and
- fulfilling any other business or commercial purposes at your direction or with your consent.

Notwithstanding the above, we may use information that does not identify you (including aggregate information or information that has been de-identified) without

obligation to you except as prohibited by applicable law. For information on your rights and choices regarding how we use your information, please see the section entitled "Your Rights and Choices" below.

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

DISCLOSURE OF INFORMATION

We disclose information we collect in accordance with the practices described in this Privacy Policy. The categories of entities to whom we may disclose information include the following:

- **Service Providers.** Refresh Carpets shares information with entities that help us with maintaining and operating our Site, Contact Office Center, Business Applications, payment processing, data analytics, marketing and advertising, and other business purposes. These companies may only use such information for the purpose of performing those functions and may not use it for any other purpose, although we may permit them to use aggregate information which does not identify you or de-identified data for any purpose except as prohibited by applicable law.

- **Customers.** We may share information about Technicians collected through our Business Applications with our customers to provide details related to the customer's order(s).
- **Vendors.** We share information with vendors and other entities in connection with tailoring advertisements, measuring, and improving our Site, Contact Office Center, Business Application, and advertising effectiveness, and enabling other enhancements. These companies may function as our Service Providers, or in certain contexts, independently decide how to process your information. For more information on advertising and analytics, see the section entitled "Analytics, Advertising, and Retargeting" below.
- **Affiliates.** We may share information with our related entities including our subsidiaries and sister companies. For example, we may share your information with our affiliates for customer support, marketing, and technical operations.
- **Business Partners.** We share information with our business partners in connection with offering you co-branded services, selling, or distributing our products, or engaging in joint marketing activities.
- **Promotions.** Our Promotions may be jointly sponsored or offered by other entities. If you voluntarily choose to enter a Promotion, we share information as set out in the official rules that govern the Promotion as well as for

administrative purposes and as required by law (e.g., on a winners list). By entering a Promotion, you agree to the official rules that govern that Promotion, and may, except where prohibited by applicable law, allow the sponsor and/or other entities to use your name, voice and/or likeness in advertising or marketing materials.

- **Merger or Acquisition.** We may share information if Refresh Carpets & Upholstery is involved in a merger, acquisition, or sale of all or a portion of its assets. In such event, you may be notified via email and/or a prominent notice on our Site of any change in ownership or uses of your information, as well as any choices you may have regarding your information.
- **Security and Compelled Disclosure.** Refresh Carpets & Upholstery must disclose information about you in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. We may share information about you in connection with legal requirements, such as in response to an authorized subpoena or when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, or investigate fraud. We may also share information about you to defend the Terms and Conditions or other policies applicable to our Site, Contact Office, and Business Applications or if we believe your actions are inconsistent with our user agreements or policies. To

the maximum extent permitted by applicable law, we may use IP addresses, mobile device identifiers or any other information we collect to identify users, and may do so in cooperation with copyright owners, internet service providers, wireless service providers or law enforcement agencies in our discretion. Such disclosures may be conducted without notice to you.

- **Facilitating Requests.** We share information at your request or direction, such as when you choose to share information with a social network about your activities on our Site.
- **Consent.** We may share your information with notice and as required by applicable law, with your consent.

Notwithstanding the above, Refresh Carpets may disclose aggregated or de-identified information for any purpose except as prohibited by applicable law. For information on your rights and choices regarding how we share your information, please see the section entitled "Your Rights and Choices" below.

EXTERNAL LINKS, APPLICATIONS AND DEVICES

Our Site may contain links to other Sites, or may be available through devices, not maintained or related to Refresh Carpets. These links and devices are not sponsored by or affiliated with our Site, or Refresh Carpets. We have not reviewed any of the Sites hyper-linked to or from our Site and have not reviewed any of the devices

through which our Site or Business Applications may be available and are not responsible for the content or privacy practices of other Sites, applications or devices not maintained by Refresh Carpets. Such links and devices are accessed and used at the user's own risk, and Refresh Carpets makes no representations or warranties about the content, completeness or accuracy of these links or devices, the sites hyper-linked to our Site or the devices through which our Site or Business Applications may be available. Other Sites maintained by other entities that may be accessible by hyperlinks from our Site may use cookies and other tracking technologies. We strongly encourage you to read the privacy policies provided by other Sites and devices manufacturers before you provide any information to them. Refresh Carpets does not explicitly or implicitly endorse Sites hyper-linked to our Site or devices through which our Site or Business Applications may be available or accessible.

SOCIAL MEDIA FEATURES

Our Site may include social media features. These social media features may use tracking technologies to collect information about you, such as your IP address, which page you are visiting on our Site, and may set a cookie to enable the social media feature to function properly. If you use social media features, information you post or provide access to may be publicly displayed on our Site or by the social

network you use which is a separate entity. Similarly, if you post information on a social network that references our Site (e.g., by using a hashtag associated with Refresh Carpets in a tweet or status update), your post may be used on or in connection with our Site. Also, both Refresh Carpets, Refresh Carpets franchisees and the social network may have access to certain information about you and your use of our Site and the social media features. Social media features are operated by a social network, which is a separate entity and governed by the social network's privacy policy. We are not responsible for and make no representations regarding the policies or business practices of any separate entities and encourage you to familiarize yourself with and consult their privacy policies and terms and conditions.

ANALYTICS, ADVERTISING, AND RETARGETING

Refresh Carpets engages other entities for analytics services. These entities may use cookies and other tracking technologies to analyze your usage of our Site, Contact Office Center, or Business Applications—including data collected when you speak to and/or use voice ordering services through our Contact Office Center.

In addition, we engage other entities to serve advertisements on our Site and/or on other services. These entities may use cookies and other tracking technologies to collect and share information with us about your visits to this and other services in order to provide advertisements about goods and services likely to be of greater

interest to you, measure and research the effectiveness of our advertisements, track page usage and paths followed during visits through our Site, help us serve relevant internet banner advertisements on our Site and on other services, and track use of our internet banner advertisements and other links from our business partners' services to our Site. We may use the information collected on our Site for online behavioral advertising purposes including retargeting and to customize ads to you when you visit other services.

We also use audience matching services to reach people (or people similar to people) who have visited our Site or are identified in one or more of our databases ("Matched Ads"). We accomplish this by uploading a customer list to a technology service or programmatically by incorporating technologies such as pixels, SDKs, or APIs from a technology service into our own Site, and the technology service matching common factors between our data and their data. For instance, we may incorporate the Facebook pixel on our Site and may share your email address with Facebook as part of our use of Facebook Custom Audiences. Some technology services may provide us with their own data, which is then uploaded into another technology service for matching common factors between those datasets.

As indicated above, the entities providing these services may function as our Service Providers, or in certain contexts, independently decide how to process your

information. Information collected by these services may be transmitted to and stored on servers in the U.S. (or elsewhere). We encourage you to familiarize yourself with and consult their privacy policies and terms and conditions.

For further information on the types of tracking technologies we use and your rights and choices regarding analytics, interest-based advertising, and Matched Ads, please see the sections entitled "Information Collected Automatically" above and "Your Rights and Choices" below.

YOUR RIGHTS AND CHOICES

Review and Update of Account Information

You have the right to access certain account information that you have voluntarily submitted to us through the Site. You may correct, update, amend, delete, or remove that information by making the change within your Refresh Carpets online account or contacting us as set forth in the section entitled "Contact Us" below. We may require additional information from you to allow us to confirm your identity. Please note that we will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. California Residents have additional rights as set forth in the section entitled "Additional Disclosures for California Residents" below.

Tracking Technologies Generally

Most web browsers (such as Microsoft Internet Explorer, Google Chrome, Firefox and Apple Safari) accept cookies by default. You can instruct your browser, by changing its settings, to decline or delete cookies. If you use multiple browsers on your device, you will need to instruct each browser separately. Your ability to limit cookies is subject to your browser settings and limitations.

You can reset your device advertising ID at any time through your device settings, which is designed to allow you to limit the use of information collected about you. For information on how to do this on Apple devices, visit [Apple.com](https://support.apple.com/en-us/HT202074) or <https://support.apple.com/en-us/HT202074>. For information on how to do this on Android devices, visit [Google.com](https://support.google.com). You can stop all collection of information via an application by uninstalling the app.

The location data collected through an app depends on your device settings and app permissions. You can exercise choice over the location data collected through our app by: (i) for GPS data, disabling location in your device settings or disabling location permissions to that application; (ii) for Bluetooth data, disabling Bluetooth and any Bluetooth scanning option in your device settings; or (iii) for WiFi data, disabling WiFi and any WiFi scanning option in your device settings. You can stop collection of all location data via an application by uninstalling the app.

Your browser settings may allow you to automatically transmit a "Do Not Track" signal to online services you visit. Note, however, there is no industry consensus as to what Site and application operators should do with regard to these signals. Accordingly, unless and until the law is interpreted to require us to do so, Refresh Carpets does not respond to "Do Not Track" signals or other mechanisms. For more information on "Do Not Track, please visit the [Future of Privacy Forum](#).

Please be aware, if you disable cookies or other device tracking features you may not be able to use certain functions of our Site.

Analytics and Advertising

You may exercise choices regarding the use of cookies for analytics services as follows:

- [Click Here](#) to view the Google Analytics Opt Out Choice.
- [Click Here](#) to view the Adobe Analytics Opt Out Choice.

You may also exercise choice regarding the receipt of interest-based advertising. Some of the advertisers and technology companies that perform advertising-related services for us and our partners may be members of the Network Advertising Initiative ("NAI"). [Click here](#) to visit the NAI Site and to learn more about your opt out options for interest-based advertising. Some of

these companies may also participate in the Digital Advertising Alliance ("DAA") Self-Regulatory Program for Online Behavioral Advertising. To learn more about the DAA and opt out options for their members, please [click here](#) for Site opt out and/or [click here](#) for mobile application opt out.

In addition, some of the advertisers that perform advertising-related services for us and our partners may offer their own opt out choice:

- [Click Here](#) to view the Facebook opt out choices.
- [Click Here](#) to view the Twitter opt out choices.
- [Click Here](#) to view the Pandora opt out choices.

Please be aware that, even if you are able to opt out of certain kinds of interest-based advertising, you may continue to receive other types of ads. Opting out only means that those selected members should no longer deliver certain interest-based advertising to you but does not mean you will no longer receive any targeted content and/or ads (e.g., from other ad networks).

To opt out of us using your data for Matched Ads, please contact us as set forth in the "Contact Us" section below and specify that you wish to opt out of Matched Ads. We will request that the applicable technology company not

serve you Matched Ads based on information we provide to it. Alternatively, you may directly contact the applicable technology service to opt out.

You may also limit our use of information collected from or about your mobile device for purposes of serving targeted ads to you by going to your device settings and selecting "Limit Ad Tracking" (for iOS devices) or "opt out of Interest-Based Ads" (for Android devices).

Please note that if you opt out using any of these methods, the opt out will only apply to the specific browser or device from which you opt out. Refresh Carpets is not responsible for effectiveness of, or compliance with, any other parties opt out options or programs or the accuracy of their statements regarding their programs.

Communications

In order to provide service to you, we may send you communications related to your transactions, security, or the administration of our Site. From time to time, Refresh Carpets may also send you other messages or updates about our Site, Refresh Carpets, or our Promotions and other activities. If you do not wish to receive promotional communications from Refresh Carpets, you can opt out at any time by following the instructions provided in those

communications or by contacting us as set forth in the section entitled "Contact Us" below. Please note that even if you opt out of receiving promotional communications, we may continue to send you non-promotional emails, such as those about your account, servicing, or our ongoing business relations.

Your California Privacy Rights

We do not service the state of California at this time. Nothing follows

Your Nevada Privacy Rights

We do not service the state of Nevada at this time. Nothing follows.

INTERNATIONAL TRANSFER

We are based in the United States and the information we collect is governed by U.S. law. If you are accessing our Site from outside of the U.S., please be aware that information collected through our Site may be transferred to, processed, stored, and used in the U.S. and other jurisdictions. Data protection laws in the U.S. and other jurisdictions may be different from those of your country of residence. Your use of the Site or provision of any information therefore constitutes your consent to the transfer to and from, processing,

usage, sharing, and storage of your information in the U.S. and other jurisdictions as set forth in this Privacy Policy.

TECHNICIANS

Our Business Applications collect information to allow customers and others to track the information related to their service order which may include the identity and location of Refresh Carpets Technicians. If you are an employee of Refresh Carpets or an employee of an independently owned and operated Refresh Carpets franchisee who provides services to customers (“Technicians”), you understand that we may process information collected about you through your use of the Business Applications in accordance with this Privacy Policy—including for analytics purposes and to provide services for Refresh Carpets franchisees. In order to use our Business Applications, you must agree to in-application permissions, which will turn on various device features necessary for Business Applications functionality, such as turning on the microphone to make and receive calls, enabling GPS and location tracking to calculate location and arrival times, and authorizing notifications to receive new orders in the Technician order queue. For more information on the Business Applications, please review the Terms and Conditions applicable to our Business Applications. If you are a Technician and a California resident, you understand

that information collected about you is used solely within the context of your role as an employee Refresh Carpets or and independently owned and operated Refresh Carpets franchisee.

CHILDREN'S PRIVACY

Our Site is directed toward and designed for use by persons aged eighteen (18) or older. Refresh Carpets will not approve applications of/or establish or maintain registrations for any child who Refresh Carpets knows to be under the age of 13. Refresh Carpets does not solicit or knowingly collect personal information as defined by the U.S. Children's Privacy Protection Act ("COPPA") from children under the age of 13. If Refresh Carpets nevertheless discovers that it has received personal information from an individual who indicates that he/she is, or who Refresh Carpets otherwise has reason to believe is, under the age of 13, Refresh Carpets will delete such information from its systems. Additionally, a child's parent or legal guardian may request that the child's information be corrected or deleted from our files by contacting us as set forth in the section entitled "Contact Us" below.

We do not knowingly "sell" the personal information of minors under 16 years old who are California residents without their affirmative authorization.

DATA SECURITY

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Site. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Site.

CHANGES TO THIS PRIVACY POLICY

Refresh Carpets reserves the right to modify or supplement this policy at any time. If a material change to the terms of this policy is made, Refresh Carpets will post a notice prior to the change becoming effective on its homepage and a link to the new policy. Your continued use of our Site, National Contact Center or Business Applications following the posting of changes constitutes your acceptance of such changes.

CONTACT US

If you have questions or comments about this Privacy Policy, the information practices of Refresh Carpets, or if you have a disability and would like to receive information on how to access this Privacy Policy in an alternative format, please contact us:

Via Site: <https://refresh-carpets.com/contact-us>

Via Email: info@refresh-carpets.com

Via Regular Mail:

Refresh Carpets & Upholstery LLC

Attn: Compliance Department

145 W King Street

Martinsburg, West Virginia 25401