

## ONLINE PRIVACY NOTICE

### 1. Introduction.

- (a) **Web Site Owner.** Saint Roof ("Saint Roof") is the owner of this website ("<http://www.saintroof.com>"). Saint Roof can be contacted by mail at 2197 Grange Hall Road, Fenton, MI 48430, by phone at (810) 710-7663, or by e-mail at [mike@saintroof.com](mailto:mike@saintroof.com). This online privacy notice discloses Saint Roof information practices for this Saint Roof Web Site, including what type of personal identifiable information is requested in order to make a purchase, how the information is used, and with whom the information is shared. [Note that other Saint Roof websites may be governed by privacy notices containing different information practices applicable to those sites.]
- (b) **[Anonymous] Web Site Visits.** In general, you can visit the Saint Roof Web Site without disclosing any personal information. Saint Roof analyzes the data gathered from Web Site visits for trends and statistics.
- (c) **Web Site Transactions.** At times, Saint Roof will need personal information regarding a customer or a prospect. For example, to process an order or provide a subscription, Saint Roof may need to know a customer's name, mailing address, e-mail address, and credit card details. It is Saint Roof' intent to inform you know before Saint Roof collects personal information, such as the user's name and/or address on the Internet. If you tell us that you do not wish to have this information used as a basis for further contact with you, Saint Roof will respect your wishes.

### 2. Personal Information That May Be Collected.

- (a) **Identifying Information.** In order to make a purchase or to access designated subscriber services and /or restricted areas within the Saint Roof Web site, Saint Roof will request a user to provide certain personal identifying information, which may include name, postal address, e-mail address, screen name, password, telephone number, method of payment, and, if applicable, credit card number. Saint Roof may request additional information necessary to establish and maintain customer's account.
- (b) **Service Quality Monitoring.** Some Web site transactions may require a customer to telephone Saint Roof, or Saint Roof to call the customer. Saint Roof will not contact you by telephone without your prior consent, except to confirm an order placed online and/or to inform a customer of the status of such order. Customer should be aware that it is Saint Roof's practice to monitor, and in some cases record such calls for staff training or quality assurance purposes.
- (c) **Information from Children.** Saint Roof does not sell products or services for purchase by children and will not collect or post information from a child under the age of 18 without the involvement of a parent or guardian. Saint Roof will notify the child's parent or guardian at the e-mail address provided by the prospective customer, alerting the parent or guardian to the child's use of the Web site and providing instructions as to how the parent or guardian can delete the child's registration from the Web site. Saint Roof does not use personally identifying information collected from children for

marketing or promotional purposes and does not disclose such information to any third party for any purpose whatsoever.

- (d) **Lost or Stolen Information.** If a customer's credit card and/or password is lost or stolen, the customer should promptly notify Saint Roof in order to enable Saint Roof to cancel the lost or stolen information and to update its records with a changed credit card and/or password.
- (e) **Chat Rooms, Forums and Bulletin Boards.** If customer participates in a Saint Roof chat room, discussion forum, or posts messages to a Saint Roof bulletin board, customer should be aware that the information disclosed and shared will be broadly available to other persons, both inside of and/or outside Saint Roof, who have access to that chat room, forum, or bulletin board. Some individual Saint Roof chat rooms, forums or bulletin boards have additional rules and conditions regarding participation. Also, the participant's expressed opinion is his or her own and should not be considered as reflecting the opinion of Saint Roof.
- (f) **Links to Other Web Sites.** A Saint Roof Web site may contain links to other web sites. Saint Roof is not responsible for the privacy practices or the content of those other Web sites.

### 3. Uses Made of the Information.

- (a) **Limited Uses Identified.** Without customer's prior consent, Saint Roof will not use your personal identifiable information for any purpose other than that for which it is submitted. Saint Roof uses personal identifiable information to reply to inquiries, handle complaints, provide operational notices and in program record-keeping. Saint Roof also processes billing and business requests related to Saint Roof Web Site participation.
- (b) **Marketing Uses.** Unless customer marks an "x" on the opt-out option box herein provided, Saint Roof reserves the right to provide customer with information about Saint Roof's Web site, Saint Roof products and services, and related information in which the customer has indicated an interest.
- (c) **Stored Information Uses.** Saint Roof stores and retains the information provided by customer or the information entered on the Saint Roof Web site. This information is used to compile a customer's purchase history in order to enable Saint Roof to recommend products, services, or special offers that would be of interest to a customer. Stored information is used by Saint Roof, and/or Saint Roof agents, to support customer interaction with the Saint Roof Web site; to deliver customer purchases; and/or to contact customer again about other Saint Roof services and products.
- (d) **Online Advertising.** Some companies that help Saint Roof deliver interactive on-line advertising, such as banner ads, may collect and use information about Saint Roof's customers to help Saint Roof better understand the types of advertising or promotions that are most appealing to Saint Roof's customers. After it is collected the information is aggregated so it is not identifiable to a specific individual. If, however, customer would prefer that these companies not collect such information, please mark an "x" on the opt-out option box herein provided.

#### 4. Disclosure of the Information.

- (a) **Within Corporate Organization.** Saint Roof is a national organization, with legal entities, business processes, management structures, and technical systems that cross state borders. Saint Roof may share your personal information within the Saint Roof corporate organization.
- (b) **Mergers and Acquisitions.** Circumstances may arise where for business reasons, Saint Roof decides to sell, buy, merge, or otherwise reorganize its businesses in the United States or some other country. Such a transaction may involve the disclosure of personal identifying information to prospective or actual purchasers, and/or receiving such information from sellers. It is Saint Roof's practice to seek appropriate protection for information in these types of transactions.
- (c) **Agents.** Saint Roof employs or engages other companies and individuals to perform business functions on behalf of Saint Roof. These persons are provided with personal identifying information required to perform their functions but are prohibited by contract from using the information for other purposes. These persons engage in a variety of functions which include, but are not limited to, fulfilling orders, delivering packages, removing repetitive information from customer lists, analyzing data, providing marketing assistance, processing credit card payments, and providing customer services.
- (d) **Affiliated Businesses.** Saint Roof works closely with affiliated businesses operating web site stores, providing services or selling products on each other's Web sites. These businesses identify themselves to customers. Customer information related to a transaction with an affiliated business is shared with that affiliated business.
- (e) **Marketing Analysis by Third Parties.** Saint Roof reserves the right to disclose to third parties personal information about customers for marketing analysis; however, any information disclosed will be in the form of aggregate data that does not describe or identify an individual customer.
- (f) **Disclosure to Governmental Authorities.** Under certain circumstances, personal information may be subject to disclosure pursuant to a judicial or other government subpoenas, warrants or orders.

#### 5. Use of Computer Tracking Technologies.

- (a) **No Tracking of Personal Information.** Saint Roof's Web Site(s) are not set up to track, collect or distribute personal information not entered by visitors. Through web site access logs Saint Roof does collect clickstream data and HTTP protocol elements, which generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our sites. This information is used for internal purposes by technical support staff for research and development, user analysis and business decision making, all of which provides better services to the public. The statistics garnered, which contain no personal information and cannot be used to gather such information, may also be provided to third parties.
- (b) **Use of Cookies.** Saint Roof, or its third-party vendors, collects non-identifiable and personal information through the use of various technologies, including "cookies." A

cookie is an alphanumeric identifier that a Web site can transfer to customer's hard drive through customer's browser. The cookie is then stored on customer's computer as an anonymous tag that identifies the customer's computer, but not the customer. Cookies may be sent by Saint Roof or its third-party vendors. Customer can set its browser to notify customer before a cookie is received, giving an opportunity to decide whether to accept the cookie. Customer may also set its browser to turn off cookies; however, some Web sites may not then work properly.

- (c) **Use of Web Beacon Technologies.** Saint Roof may also use Web beacon or other technologies to better tailor its Web site(s) to provide better customer service. If these technologies are in use, when a visitor accesses these pages of the Web site, a non-identifiable notice of that visit is generated which may be processed by Saint Roof or by its suppliers. Web beacons usually work in conjunction with cookies. If customer does not want cookie information to be associated with customer's visits to these pages, customer can set its browser to turn off cookies; however, Web beacon and other technologies will still detect visits to these pages, but the notices they generate cannot be associated with other non-identifiable cookie information and are disregarded.
- (d) **Collection of Non-Identifiable Information.** Saint Roof may collect non-identifiable information from user visits to the Saint Roof Web site(s) in order to provide better customer service. Examples of such collecting include traffic analysis, such as tracking of the domains from which users visit or tracking numbers of visitors; measuring visitor activity on Saint Roof Web site(s); Web site and system administration; user analysis; and business decision making. Such information is sometimes known as "clickstream data." Saint Roof or its contractors may use this data to analyze trends and statistics.
- (e) **Collection of Personal Information.** Saint Roof collects personal identifying information from customer during a transaction. Saint Roof may extract some personally identifying information about that transaction in a non-identifiable format and combine it with other non-identifiable information, such as clickstream data. This information is used and analyzed only at an aggregate level (not at an individual level) to help Saint Roof understand trends and patterns. This information is not reviewed at an individual level.

## 6. Information Security.

- (a) **Commitment to Online Security.** Saint Roof employs physical, electronic, and managerial procedures to safeguard the security and integrity of personal information. Billing and payment data is encrypted whenever transmitted or received online. Personal information is accessible only by staff designated to handle online requests or complaints. All Saint Roof agents and contractors with access to personal information on the Saint Roof web site(s) are also bound to adhere to Saint Roof security standards.
- (b) **No Liability for Acts of Third Parties.** Saint Roof will exercise all reasonable efforts to safeguard the confidentiality of customer personal information. However, transmissions protected by industry standard security technology and implemented by human beings cannot be made absolutely secure. Consequently, Saint Roof shall not be liable for unauthorized disclosure of personal information due to no fault of Saint Roof

including, but not limited to, errors in transmission and unauthorized acts of Saint Roof staff and/or third parties.

## 7. Privacy Policy Changes and Opt-Out Rights.

- (a) **Changes to Privacy Policy.** This privacy notice was last updated on January 19, 2023. Saint Roof reserves the right to update its privacy policy statement at any time. A notice of such change will be sent via email notification thirty (30) days prior to the implementation of such change.
- (b) **Opt-Out Right.** Customer and/or prospective customer has the right at any time to cease permitting personal information to be collected, used, or disclosed by Saint Roof and/or by any third parties with whom Saint Roof has shared and/or transferred such personal information. Right of cancellation may be exercised by contacting Saint Roof via e-mail at [mike@saintroof.com](mailto:mike@saintroof.com), telephone at (810) 710-7663, or certified postal mail to 2197 Grange Hall Road, Fenton, MI 48430. After processing the cancellation, Saint Roof will delete customer or prospective customer's personal information from its database.

## 8. Access Rights to Data.

- (a) **Information Maintained by Saint Roof.** Upon customer's request, Saint Roof will provide a reasonable description of customer's personally identifiable information that Saint Roof maintains in its data bank. Saint Roof can be contacted by e-mail at [mike@saintroof.com](mailto:mike@saintroof.com), telephone at 330-519-2831, or certified postal mail to 2197 Grange Hall Road, Fenton, MI 48430.
- (b) **Corrections and Changes to Personal Information.** Help Saint Roof to keep customer personal information accurate. If customer's personal information changes, or if customer notes an error upon review of customer information that Saint Roof has on file, please promptly e-mail Saint Roof at [mike@saintroof.com](mailto:mike@saintroof.com) and provide the new or correct information.
- (c) **Your California Privacy Rights.** Beginning on January 1, 2005, California Civil Code Section 1798.83 permits customers of Saint Roof who are California residents to request certain information regarding Saint Roof's disclosure of personal information for their direct marketing purposes. To make such a request, please write to Saint Roof at 2197 Grange Hall Road, Fenton, MI 48430. Within 30 days of receiving such a request, Saint Roof will provide a list of the categories of personal information disclosed to third parties for third-party direct marketing purposes during the immediately preceding calendar year, along with the names and addresses of these third parties. This request may be made no more than once per calendar year. Saint Roof reserves its right not to respond to requests submitted other than to the address specified in this paragraph.

California's privacy laws require a company to provide notice to California users of their rights to receive information on to which entities their information was shared for marketing purposes.

## 9. Accountability.

- (a) **Questions, Problems and Complaints.** If you have a question about this policy statement, or a complaint about Saint Roof compliance with this privacy policy, you may contact Saint Roof by e-mail at [mike@saintroof.com](mailto:mike@saintroof.com).
- (b) **Terms of Use.** If customer chooses to subscribe to Saint Roof's services, customer's action is hereby deemed acceptance of Saint Roof practices described in this policy statement. Any dispute over privacy between customer and Saint Roof is subject to the provisions of this notice and to Saint Roof's Terms of Use Agreement, which is hereby incorporated herein, and which can be read at [www.saintroof.com](http://www.saintroof.com).