

Privacy Statement

Effective Date: Tuesday, November 20, 2018

Charlotte Pipe and Foundry Company (“CPF”, “we”, “us”, or “our”) is committed to respecting your privacy. CPF has developed this Privacy Statement (this “Statement”) to describe how we may collect information about you through your interactions with us through our website www.charlottepipe.com (the “Site”), both as a website user and customer, how we use information, and how and under what circumstances we share that information. CPF is the owner and operator of this Site and the entity controlling the processing of your personal data. This notice applies when we act as the data controller, meaning when we determine the purposes and means of processing information about you.

When you visit the Site or submit information to us through the Site, you consent to the collection and processing of your information as described in this Statement. **IF YOU DO NOT AGREE WITH THE USES OF INFORMATION DESCRIBED IN THIS STATEMENT, THEN PLEASE DO NOT USE THE SITE OR SUBMIT INFORMATION TO US.**

This Site is operated by us from our headquarters located in North Carolina, in the United States. The United States has not received a finding of “adequacy” from the European Union under Article 45 of the GDPR. We transfer Personal Data to the United States (1) with your consent, (2) to perform an agreement with you, or (3) to fulfill a compelling legitimate interest of CPF. If accessing the Site from outside the United States, you acknowledge that personal information that you submit through our Site will be processed in the United States.

We may change this Statement. The “Effective Date” legend at the top of the page indicates when this Statement was last revised. Any changes will become effective when we post the revised Statement on the Site.

1. Information We Collect

CPF collects and processes information that personally identifies you when you voluntarily request information from CPF or supply Personal Information through the Site, including any and all materials submitted by you when you submit an order or fill out a submission form, questionnaire, or inquiry regarding our products and services (“Personal Information”). “Personal Information” includes information your name, title, email address, mailing address, phone number and internet protocol (“IP”) address or other online identifier. We also collect Usage Data through the Site that does not, on its own, identify a specific individual (defined below).

We also process data about you when you use the Site. When you use the Site we may, like most website operators, automatically collect certain non-identifying information about you, referred to as “Usage Data”, such as the type of browser or operating system you use, the domain name of the website from which you linked to the Site, the activity of the your browser when you are viewing the Site; your site path; and the time you come to the Site.

We, like many companies, use cookies and similar technologies such as web beacons to enhance your experience on our Site. These technologies are small text files that allow us to store information on your mobile device or computer hard drive so that we can recognize your browser and capture certain information, such as browsing history and activities conducted while using the Site. When the use of cookies is not necessary for operation of our Site and providing you Services, we will notify you of our use of cookies when you first visit the Site. You can also adjust how your Internet browser (like Chrome or Safari) responds to cookies (e.g., to warn you every time a cookie is sent, or to turn off all cookies). See your browser's Help menu for these instructions. Users who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before accessing the website. By disabling your cookies, please understand you will not have access to some of the features that enhance your user experience on the Site.

We also use tools like Google Analytics to measure traffic to our Site and how users interact with our Site. Google Analytics utilizes cookies to gather information regarding use of our Site, which Google uses to generate reports for us regarding our Site. To find out more about how Google uses data when you use our Site and your options for controlling the information collected by Google from this Site, please [click here](#). You may opt-out of having your activity on the Site made available to Google Analytics by installing the Google Analytics browser add-on, available [here](#).

Please note that we may track Usage Data over time and across other websites in order to serve you with targeted advertisements.

2. Uses of Information - Purposes

We may use your Personal Information and Usage Data as follows:

- to establish and manage business relations with you;
- to provide you with the services and products you request, and to respond to inquiries, requests and comments from you;
- to operate, improve and personalize the products and services we offer, and to give each user a more consistent and personalized experience when interacting with us;
- to communicate special offers, promotions and information about our company and service offerings to you via email or to your mailing address, if you have provided one and are located in the United States;
- to send you newsletters and information about products, services and promotions of our business partners and affiliates, if you are located in the United States;
- for customer service, security, to detect fraud or illegal activities;
- to prevent or investigate activity we think may be potentially illegal, unlawful or harmful;
- for archival and backup purposes in connection with the provision of the services;
- to better understand how you access and use the Site, for the purposes of trying to improve the Site, diagnose problems, administer our Site and respond to user preferences; and
- to enforce our other applicable policies.

In general, we gather Usage Data about all of our users collectively, and not on an individual basis, for purposes such as determining which parts of our website users access most frequently. This Usage Data helps us determine which parts of our website are most beneficial for users, and how we can continually create a better overall experience for you. The Usage Data that we collect is anonymous and not linked with your personal information. We use the Usage Data that we collect to operate, improve and personalize the Site, to provide customer service, and to detect, prevent and mitigate fraudulent or illegal activities. By supplementing our records, Usage Data helps us learn things like what pages are most attractive to our visitors, which of our products most interest our customers, and what kinds of offers our customers like to see.

3. Disclosing Your Personal Information to Third Parties

Any Personal Information we gather, whether voluntarily provided by you or automatically collected, may be used for our internal business purposes and disclosed to third parties, as stated below.

- **Agents and Service Providers:** We engage vendors, subcontractors, agents, consultants, and other service providers (“Service Providers”) to perform functions on our behalf. Examples include creating and maintaining our Site, sending postal mail and e-mail, managing and updating customer lists, developing and delivering targeted advertising to individuals in the United States, providing analytics and site usage information, processing transactions and payments, administering our promotions, contests, sweepstakes, and surveys; providing other marketing and promotional assistance, and providing other services related to the operation of our business. We may disclose Personal Data and Usage Data to these Service Providers as required for them to perform their functions on our behalf or to permit us to perform our functions.
- **Legal Compliance and Protection.** Notwithstanding any other statements or representations in this Statement or elsewhere on our Site, we reserve the right to disclose any information in our possession if we are required to do so by law or we believe, in good faith, that such a disclosure is necessary to comply with the law, court order or other government or law enforcement agency, defend our rights or property, or to respond to an emergency situation or protect the rights, property or safety of website users.
- **Corporate Transactions.** CPF reserves the right to share information with its corporate affiliates and subsidiaries for the purposes set out in Section 2 of this Statement and to transfer Personal Information to a purchaser or successor entity in the event of a sale or other corporate transaction involving some or all of our business.
- **Your Consent:** We may share your Personal Information with your consent or at your direction.

4. Security

We implement security measures to maintain the safety of your Personal Information. However, the security of information transmitted through the internet can never be guaranteed. We (like all websites) cannot warrant or guarantee 100% security of any information you transmit to us through the Site.

5. Managing “Do Not Track” Signals

Some browsers have an optional Do Not Track (“DNT”) feature that allows you to express your preference regarding tracking of your online activity by websites. When you choose to turn on the DNT setting in your browser, your browser sends a special signal to websites, ad networks, plug-in providers, and other web services you encounter while browsing to stop tracking your activity via cookies or other tracking technologies. Our Site does not currently respond to DNT browser signals or mechanisms.

6. Third Party Links

The Site may contain links to websites maintained by third parties with which we have no affiliation. This Statement does not reflect the privacy practices of those sites, and you should consult the privacy policies of those sites to learn about their practices. A link to any third party site does not mean that we endorse it or the quality or accuracy of information presented on it.

7. Additional Protections for Children

The Site is not designed for or targeted to children under the age of 13. CPF will never knowingly solicit or collect Personal Information from a child under the age of 13 through the Site without verifiable parental consent or unless that child’s parent or legal guardian has submitted the information in connection with the Site. If we discover that a child under the age of 13 has submitted Personal Information without verifiable parental consent, we will delete that information.

8. Our Retention Policy

We store your Personal Information on CPF’s servers located in the United States. We retain this Personal Information for the period of time necessary to fulfill the purpose or purposes for which the information was collected (in pursuant of the objectives listed above) and for a period of time thereafter for our historical or archiving purposes. If you are a resident of the EU, your Personal Data will be kept throughout the relationship and up to 90 days after the relationship is terminated or, if not applicable, after our last communication with you. We reserve the right to retain your Personal Data where retention is necessary for us to comply with a legal obligation. Where the processing of your Personal Data or Usage Data is based on your consent only, you have the right to withdraw this consent at any time. In that case, we will then erase your Personal Data or Usage Data and stop processing it. For more information on where and how long your personal data is stored, and for more information on your rights to erase your Personal Information, please contact us using the contact details below.

9. Your Rights Under California Law

If you are a California resident, you have a right to request from companies conducting business in California a list of all third parties to which the company has disclosed Personal Information, as defined under California Civil Code Section 1798.83(e), during the preceding year for third party direct marketing purposes. We will respond to one request per California resident per

calendar year, according to California Civil Code Section 1798.83. You may request this information in writing by contacting us by calling us at (800) 438-6091 or by email at WEBMASTER@CHARLOTTEPIPE.COM. In your request, please attest to the fact that you are a California resident and provide a current California address for your response. Please allow up to thirty (30) days for a response.

10. Complaint

If you believe your data are unlawfully processed by us, you may lodge a complaint with the Data Protection Authority (DPA) in your EU member state.

11. Contacting Us

If you have questions or comments about this Statement, please contact us at WEBMASTER@CHARLOTTEPIPE.COM.

We do not store Personal Information on an internal centralized database. If you would like to review, update, correct or delete any Personal Information you have provided, please contact the individual CPF sales representative who has been your primary contact and submit such request to this CPF representative. Your normal point of contact in the sales department of CPF will be responsible for updating or deleting the Personal Information that you have provided CPF.

12. Changes to This Statement

The Effective Date of this Statement is set forth at the top of this Statement. CPF may from time to time make changes to this Statement to reflect changes in legal or regulatory obligations or changes in the manner in which we collect and use Personal Information. . We will notify you by posting the modified Statement, and its effective date, on this page, as well as displaying a banner ad or some other prominent notification on our Site, directing you to the updated Statement. For this reason, you should regularly review this Statement and note the effective date. Your continued use of the Site after the Effective Date constitutes your acceptance of the amended Statement. The amended Statement supersedes all previous versions.