

Privacy Statement – Mobile Apps

Effective Date: January, 1st 2020

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 mobile application (“Mobile App”), how we use that information, and how and under what circumstances we share that information. CPF is the owner and operator of this Mobile App and the entity controlling the processing of your personal information. This notice applies when we collect, use, store, and disclose personal information about you and act as the data controller, meaning when we determine the purposes and means of processing information about you.

When you visit the Mobile App or submit information to us through the Mobile App, 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 MOBILE APP OR SUBMIT INFORMATION TO US.

This Mobile App is operated by us from our headquarters located in North Carolina, in the United States.

If accessing the Site from outside the United States, you acknowledge that personal information that you submit through the Site will be processed in the United States and you consent to such processing.

For European Union data subjects: 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, (3) to safeguard public interest or for the administration of justice, (4) for the recognition, exercise or defense of a right in a judicial proceeding, (5) to maintain or fulfill a legal relationship between CPF and you or (6) in other circumstances established and authorized by law.

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 Mobile App.

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 Mobile App, including any and all materials submitted by you when you submit an order or fill out a submission form, questionnaire, or a registration form (“Personal Information”). “Personal Information” includes your name, organization name, email address, company mailing address,

and geo-location of your device when using the Mobile App, and job functionally. We also collect Usage Data through the Mobile App that does not, on its own, identify a specific individual (defined below).

We also process data about you when you use the Mobile App. When you use the Mobile App 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 activity of the your Mobile App when you are using the Mobile App.

If the Mobile App requires you to register to use the Mobile App, you may opt out at any time in the user settings of the Mobile App. This will immediately remove you from CPF’s database(s).

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 your mailing address, if you have provided one and are located in the United States or Canada;
- to communication to you via email or other electronic address, if you have provided one and are located in the United States or are located in Canada and have consented to receive such communications.
- 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 Mobile App, for the purposes of trying to improve the Mobile App, diagnose problems, administer our Mobile App and respond to user preferences; and to enforce our other applicable policies; and
- otherwise with your consent.

You may opt-out of the use of your Personal Information for secondary marketing purposes by contacting us as set out below.

Your Personal Information will be accessible only to our employees or those of our Service Providers who require it in the course of their duties.

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 Mobile App users access most

frequently. This Usage Data helps us determine which parts of our Mobile App 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 Mobile App, 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 functionality is most attractive to our visitors, which is of 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 Mobile App, 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 Information 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. For more information on our practices with respect to Service Providers, contact us as set out below.
- **Legal Compliance and Protection.** Notwithstanding any other statements or representations in this Statement or elsewhere on our Mobile App, 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. We may also disclose your Personal Information as otherwise permitted by applicable law.
- **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 prospective purchaser) or successor entity in the event of a proposed or actual sale or other corporate transaction involving some or all of our business or assets.
- **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 Mobile App.

5. Managing “Do Not Track” Signals

Some mobile phone operating systems have an optional Do Not Track (“DNT”) feature for mobile apps that allows you to express your preference regarding tracking of your online activity by apps. 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 using the app to stop tracking your activity via cookies or other tracking technologies. Our Mobile App does not currently respond to DNT browser signals or mechanisms.

6. Additional Protections for Children

As reflected in mobile app provider platform ratings on the Mobile App, the Mobile App 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 Mobile App without verifiable parental consent or unless that child’s parent or legal guardian has submitted the information in connection with the Mobile App. If we discover that a child under the age of 13 has submitted Personal Information without verifiable parental consent, we will delete that information.

7. Our Retention Policy

We store your Personal Information on CPF’s servers or those of our Service Providers 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. We reserve the right to retain your Personal Data where retention is necessary for us to comply with a legal obligation.

If you are a resident of the EU, your Personal Information 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. Where the processing of your Personal Information 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 Information 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 access, rectify, erase, amend or otherwise object to the processing of your Personal Information, as well as to limit the use and disclosure of the same under GDPR, Quebec’s Personal Information Legislation or Mexico’s Federal Law on the Protection of Personal Data held by Private Parties, please contact us using the contact details below.

9. Your Rights Under California Consumer Privacy Act of 2018

Beginning January 1, 2020, California residents may exercise certain privacy rights pursuant to the California Consumer Privacy Act of 2018. Your rights as a California resident are described below.

Right To Request More Information

We generally describe in this privacy policy how CPF collects, uses, and shares your personal information. In addition to what is described above, as a California resident, you also have the right to request more information regarding the following, to the extent applicable:

- (1) The categories of personal information we have collected about you.
- (2) The categories of sources from which we have collected your personal information.
- (3) The business or commercial purpose why we collected or, if applicable, sold your personal information.
- (4) The categories of third parties with whom we shared your personal information in the past 12 months.
- (5) The specific pieces of personal information we have collected about you.
- (6) The categories of personal information that we have shared with third parties about you for a business purpose.
- (7) If applicable, the categories of personal information that we sold about you and the categories of third parties who received your personal information in the sale.

You may submit a request for the information above by calling us at 800-438-6091, emailing us at webmaster@charlottepipe.com, or contact us at https://www.charlottepipe.com/contact_us.aspx.

Right To Request Deletion Of Your Personal Information

You have the right to request that we delete your personal information. Once we receive your request, we will let you know what, if any, personal information we can delete from our records, and we will direct any service providers with whom we shared your personal information to also delete your personal information from their records. There may be circumstances where we cannot delete your personal information or direct service providers to delete your personal information from their records. For example, if we need to: (1) retain your personal information to complete a transaction or provide a good or service; (2) detect security incidents; (3) protect against unlawful activities; (4) identify, debug or repair errors; or (5) comply with a legal obligation. You may submit a request to delete your personal information by calling us at 800-438-6091, emailing us at webmaster@charlottepipe.com, or contact us at https://www.charlottepipe.com/contact_us.aspx.

Do Not Sell My Personal Information

We do not sell your personal information to third parties. As such, there is no need to submit a request for us to not sell your personal information. If you have any questions, feel free to contact us at 800-438-6091 or emailing us at webmaster@charlottepipe.com

10. Complaint

For EU data subjects, 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.

If you would like to review, access, update, correct, delete, object to the processing of or otherwise limit the use and disclosure of any Personal Information you have provided, please email us at webmaster@charlottepipe.com to submit a request.

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, with its updated effective date, and by providing a notification when you download an update of our Mobile App, 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 Mobile App after the Effective Date constitutes your acceptance of the amended Statement. The amended Statement supersedes all previous versions.