

# ONLINE PRIVACY POLICY AGREEMENT

November 1, 2025

The HVAC Store ( The HVAC Store ) values its users' privacy. This Privacy Policy ("Policy") will help you understand how we collect and use personal information from those who visit our website or make use of our online facilities and services, what we will and will not do with the information we collect. Our policy has been designed and created to assure those affiliated with The HVAC Store of our commitment and realization of our obligation not only to meet, but to exceed, most existing privacy standards.

We reserve the right to make changes to this Policy at any given time. If you have not registered with us and want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page. If you are a registered user, we will notify you via email of any changes or updates made to this Policy. If at any point in time The HVAC Store decides to make use of any personally identifiable information on file, in a manner vastly different from that which was stated when this information was initially collected, the user or users shall be promptly notified by email. Users at that time shall have the option as to whether to permit the use of their information in this separate manner.

This Policy applies to The HVAC Store and any subsidiary company listed below, and it governs any and all data collection usage by us. Through the use of Thehvacstore.org and any subsidiary website listed below, you are therefore consenting to the data collection procedures expressed in this Policy.

**Subsidiary Company**  
Glen Aire Heating And Air, INC

**Subsidiary Website:**

Please note that this Policy does not govern the collection and use of information by companies that The HVAC Store does not control, nor by individuals not employed or managed by us. If you visit a website that we mention or link to, be sure to review its privacy policy before providing the site with information. It is highly recommended and suggested that you review the privacy policy and conditions of any website you choose to use or frequent to better understand the way in which websites garner, make use of and share the information collected.

Specifically, this Policy will inform you of the following

1. What personally identifiable information is collected from you through our website;
2. Why we collect personally identifiable information and the legal basis for such collection;
3. How we use the collected information and with whom it may be shared;
4. What choices are available to you regarding the use of your data; and
5. The security procedures in place to protect the misuse of your information

## **Information We Collect**

It is always up to you whether to disclose personally identifiable information to us, although if you elect not to do so, we reserve the right not to register you as a user or provide you with any products or services. This website collects various types of information, such as:

- Voluntarily provided information which may include your name, address, email address, billing and/or credit card information etc. which may be used when you purchase products and/or services and to deliver the services you have requested.
- Information automatically collected when visiting our website, which may include cookies, third party tracking technologies and server logs.

In addition, The HVAC Store may have the occasion to collect non-personal anonymous demographic information, such as age, gender, household income, political affiliation, race and religion, as well as the type of browser you are using, IP address, or type of operating system, which will assist us in providing and maintaining superior quality service.

The HVAC Store may also deem it necessary, from time to time, to follow websites that our users may frequent to glean what types of services and products may be the most popular to customers or the general public.

Please rest assured that this site will only collect personal information that you knowingly and willingly provide to use by way of surveys, completed membership forms, and emails. It is the intent of this site to use personal information only for the purpose for which it was requested, and any additional uses specifically provided for in this Policy.

## **Why We Collect Information and For How Long**

We are collecting your data for several reasons:

- To better understand your needs and provide you with the services you have requested;
- To fulfill our legitimate interest in improving our services and products;
- To send you promotional emails containing information we think you may like when we have your consent to do so;
- To contact you to fill our surveys or participate in other types of market research, when we have your consent to do so;
- To customize our website according to your online behavior and personal preferences.

The data we collect from you will be stored for no longer that necessary. The length of time we retain said information will be determined based upon the following criteria: the length of time your personal information remains relevant; the length of time it is reasonable to keep records to demonstrate that we have fulfilled our duties and obligation; any limitation periods within which claims might be made; any retention periods prescribed by law or recommended by regulators,

professional bodies or associations; the type of contract we have with you, the existence of your consent, and our legitimate interest in keeping such information as stated in this Policy.

### **Use Of Information Collected**

The HVAC Store does not now, nor will it in the future, sell, rent or lease any of its customer lists and/or names to any third parties.

The HVAC Store may collect and may make use of personal information to assist in the operation of our website and to ensure delivery of the services you need and request. At times, we may find it necessary to use personally identifiable information as a means to keep you informed of other possible products and/or services that may be available to you from [Thehvacstore.org](http://Thehvacstore.org) and its subsidiaries.

The HVAC Store and its subsidiaries may also be in contact with you with regards to completing surveys and/or research questionnaires related to your opinion of current, potential, or future services that may be offered

The HVAC Store may feel it necessary, from time to time, to contact you on behalf of our other external business partners with regards to a potential new offer which may be of interest to you. If you consent or show interest in presented offers, then, at that time, specific identifiable information, such as name, email address and/or telephone number, may be shared with the third party.

The HVAC Store may find it beneficial to all our customers to share specific data with our trusted partners in an effort to conduct statistical analysis, provide you with email and/or postal mail, deliver support and/or arrange for deliveries to be made. Those third parties shall be strictly prohibited from making use of your personal information, other than to deliver those services which you requested, and as such they are required, in accordance with this agreement, to maintain the strictest confidentiality with regards to all your information.

The HVAC Store uses various third-party social media features including but not limited to @thehvacstore and other interactive programs. These may collect your IP address and require cookies to work properly. These services are governed by the privacy policies of the providers and are not within The HVAC Store's control.

### **Disclosure of Information**

The HVAC Store may not use or disclose the information provided by you except under the following circumstances:

- As necessary to provide services or products you have ordered;
- In other ways described in this Policy or to which you have otherwise consented;

- In the aggregate with other information in such a way so that your identity cannot reasonably be determined;
- As required by law, or in response to a subpoena or search warrant;
- To outside auditors who have agreed to keep the information confidential;
- As necessary to enforce the Terms of Service on our website;
- As necessary to maintain, safeguard and preserve all the rights and property of The HVAC Store.

### **Non-Marketing Purposes**

The HVAC store greatly respects your privacy. We do maintain and reserve the right to contact you if needed for non-marketing purposes (such as bug alerts, security breaches, account issues, and/or changes in The HVAC Store products and services, or changes to this Policy). In certain circumstances, we may use our website, newspapers, or other public means to post a notice.

### **Children under the age of 13**

The HVAC Store's website is not directed to, and does not knowingly collect personal identifiable information from, children under the age of thirteen (13). If it is determined that such information has been inadvertently collected on anyone under the age of thirteen (13), we shall immediately take the necessary steps to ensure that such information is deleted from our system's database, or in the alternative, that verifiable parental consent is obtained for the use and storage of such information. Anyone under the age of thirteen (13) must seek and obtain parent or guardian permission to use this website.

### **Subscribe or Opt-In:**

The HVAC Store will collect verbal opt-ins from customers. Customers will be able to opt in to receive SMS notifications (e.g., billing, appointment reminders, dispatch updates, job completion surveys) either in person at your location or during a phone call initiated by the customer. Upon first registration, customers will be asked for their phone number and informed about receiving text messages. They will also be notified of possible message and data rates, variable message frequency, and instructions to text HELP for support or STOP to unsubscribe. Customers will also be informed that their number will not be shared with third parties for marketing or promotional purposes.

### **Unsubscribe or Opt-Out**

All users and visitors to our website have the option to discontinue receiving communications from us by way of email or newsletters. To discontinue or unsubscribe from our website please

send an email that you wish to unsubscribe to [Support@thehvacstore.org](mailto:Support@thehvacstore.org). If you wish to unsubscribe or opt-out from any third-party website, you must go to that specific website to unsubscribe or opt-out. The HVAC Store will continue to adhere to this Policy with respect to any personal information previously collected.

### **Links to Other Websites**

Our website does contain links to affiliate and other websites. The HVAC Store does not claim nor accept responsibility for any privacy policies, practices, and/or procedures of other websites. Therefore, we encourage all users and visitors to be aware when they leave our website and to read the privacy statements of every website that collects personally identifiable information. This Policy applies only and solely to the information collected by our website.

### **Notice to European Union Users**

The HVAC Store's operations are located primarily in the United States. If you provide information to us, the information will be transferred out of the European Union (EU) and sent to the United States. (The adequacy decision in the EU-US Privacy became operational on August 1, 2016. This framework protects the fundamental rights of anyone in the EU whose personal data is transferred to the United States for commercial purposes. It allows the free transfer of data to companies that are certified in the US under the Privacy Shield.) By providing personal information to us, you are consenting to its storage and use as described in this policy.

### **Security**

The HVAC Store takes precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (e.g. credit card information), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the webpage.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers and servers in which we store personally identifiable information are kept in a secure environment. This is all done to prevent any loss, misuse, unauthorized access, disclosure or modification of the user's personal information under our control.

### **Acceptance of Terms**

By using this website, you are hereby accepting the terms and conditions stipulated within this Privacy Policy Agreement. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites. In addition, your continued use of our website following proper notification or the posting of any updates or changes to our terms and conditions, shall mean that you agree and accept such changes.

### **How to Contact Us**

If you have any questions or concerns regarding this Privacy Policy as it relates to our website, please feel free to contact us at the following email, telephone number or mailing address:

**Email:** [support@thehvacstore.org](mailto:support@thehvacstore.org)

**Telephone Number:** 6614622087

**Mailing Address:**

The HVAC Store  
22921 Soledad Canyon Rd  
Santa Clarita, California 91350