

Last Updated 11-20-24

This **Privacy Policy** describes how Simple Pump Solutions, LLC (the "Site", "we", "us", or "our") collects, uses, and discloses your personal information when you email, text, visit, use our services, make a direct purchase, or make a purchase from www.simplepumpsolutions.com (the "Site") or otherwise communicate with us regarding the Site (collectively, the "Services"). For purposes of this Privacy Policy, "you" and "your" means you as the user of the Services, whether you are a customer, website visitor, or another individual whose information we have collected pursuant to this Privacy Policy.

Please read this Privacy Policy carefully. By using and accessing any of the Services, you agree to the collection, use, and disclosure of your information as described in this Privacy Policy. If you do not agree to this Privacy Policy, please do not use or access any of the Services.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time, including to reflect changes to our practices or for other operational, legal, or regulatory reasons. We will post the revised Privacy Policy on the Site, update the "Last updated" date and take any other steps required by applicable law.

Information We Collect Directly from You

- **Contact details** including your name, address, phone number, and email.
- **Order information** including your name, billing address, shipping address, payment information such as bank or credit card details, email address, and phone number.
- **Customer support information** including the information you choose to include in communications with us verbally, by email, or by text.

How We Collect Your Information

Common ways to collect customer information include a form on our website, our customer forms, customer purchase orders, emails, text messages, in person at point of sale, etc.

No Collection of Personal Data about Children

We do not knowingly collect personal data about anyone under 18 without permission from their legal guardian. Please contact us at answers@simplepumpsolutions.com if you believe we have collected information from a child without permission from their legal guardian.

Length of Retention

We retain personal data for our business needs and to comply with the law. If we no longer need personal data, we may delete it or de-identify it so that it no longer identifies a specific person. Factors we consider when deciding when to delete or de-identify your personal data include: (1) if you still have an account, (2) if we are required to retain personal data to comply with law, or (3) if the personal data is needed for tax other business purposes.

Storage

We store personal data on our own systems and with trusted service providers, including QuickBooks & Microsoft.

Security

We use risk-based measures to protect personal data, including appropriate security controls and employee training. We also require that our service providers, business partners, and advertisers use appropriate risk-based controls to protect personal data.

How We Use Your Personal Information

- Managing customer accounts
- Processing purchase requests
- Provisioning products and services
- Providing customer support
- Securing, updating, and improving our services
- Marketing and advertising of our products and services
- Contacting customers, prospective customers, and others by telephone, text, or messaging applications to offer you our products services
- Other uses consistent with the purposes for which the personal data was collected or provided to us.

Information Sharing

Customer information is never shared with third parties/affiliates for marketing/promotional purposes.

How to Opt-Out

Reply STOP to emails. We do not send SMS marketing texts. If you receive a marketing text from Simple Pump Solutions, please notify us immediately.

Direct text messages to Simple Pump Solutions are welcome. Message and data rates may apply. Text "STOP" to opt-out or email "HELP" to Answers@SimplePumpSolutions.com.

Non-Discrimination

We will not discriminate against you for exercising your privacy rights.

No Financial Incentives

We do not provide any financial incentives for providing personal data to us.

Contact Us

Should you have any questions about our privacy practices or this Privacy Policy, or if you would like to exercise any of the rights available to you, please call 336-944-6369 or email us at answers@simplepumpsolutions.com.

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