

Last Updated and Effective Date: February 25, 2024

This Privacy Policy applies to information we collect through (1) this website operated by CorleyQ Enterprises LLC and its agents (referred to herein as “GRIP-A-LINE,” “we,” “us,” or “our”), and (2) all other general enquiries we receive (including postal mail, electronic mail, and telephone requests) (collectively, the “Services”).

GRIP-A-LINE recognizes the importance of protecting the privacy of individual-specific information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household (“Personal Information”) (referred to as “you” or “your” in this Privacy Policy). This Privacy Policy describes what Personal Information we gather, how we use it, how it is disclosed, and how you can exercise your privacy rights. We encourage you to read this Privacy Policy before you send or share Personal Information with us or use our Services. We also encourage you to read it again when you return to our websites.

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1. **NOTICE AT COLLECTION**

1.1. **WHAT ARE OUR SOURCES FOR YOUR PERSONAL INFORMATION?**

We collect Personal Information from the following sources:

- **We collect information directly from you:** We collect contact, financial, and other identifying information and demographic information directly from you.
- **We collect information from you passively:** We collect Internet or other electronic activity passively using tools like browser cookies, web beacons, tracking pixels, SDKs, and other similar technologies. This activity is further described in Usage Tracking: Cookies in Section II below.

1.2. **WHAT PERSONAL INFORMATION DOES GRIP-A-LINE COLLECT?**

The categories of Personal Information that we may collect about you include the following:

- **Contact Information:** We collect certain contact information from you, such as name, current and previous mailing addresses, phone number, email address, or other similar information.
- **Payment Information:** We collect information from you as needed to complete transactions for purchase of GRIP-A-LINE goods and services.
- **Internet or Other Electronic Activity:** We collect information about your activity on our Services, such as your browsing and click history when you are using our websites, including information about how you navigate within our Services and which elements of our Services you use the most.

- **Device and Usage Information:** We collect information about how you access our Services, including data about the device and network you use, such as your hardware model, operating system version, mobile network, IP address, unique device identifiers, browser type, and app version. We also collect information about your activity on our Services, such as access times, pages viewed, links clicked, and the page you visited before navigating to our Services.

1.3. HOW DOES GRIP-A-LINE USE YOUR PERSONAL INFORMATION?

We may use your Personal Information for the following purposes:

- **Transactional Purposes:** We may use your Personal Information to:
 - create an account with us;
 - process transactions and send you related information, including confirmations, receipts, and surveys;
 - handle your customer service requests, including directing your questions to appropriate individuals, and improve and monitor our customer support responses;
 - send you technical notices, security alerts, and support and administrative messages; and
 - communicate with you about your account.
- **Analytical Purposes:** We may use your Personal Information to analyze preferences, trends, and statistics in connection with our Services.
- **Marketing Purposes:** We may use your Personal Information to allow us to inform you of our new products, offers, services and events that you may be interested in.
- **Business Purposes:** We may use your Personal Information to conduct business dealings with our partners, service providers, or contractors.
- **Maintenance and Improvement of Services and Websites:** We may use your Personal Information to:
 - provide and maintain functionality on our websites;
 - improve our websites and Services;
 - help us diagnose technical and service problems and administer our websites.
- **Security and Fraud Prevention:** We may use your Personal Information to protect the website and you, and for fraud detection.

- **Legal and Financial:** We may use your Personal Information to comply with our legal and financial obligations, as otherwise permitted or required by law, or as we may notify you.

1.4. WHEN WE DISCLOSE YOUR PERSONAL INFORMATION

We may disclose your Personal Information in the following circumstances or as otherwise described in this Privacy Policy:

- **Our Service Providers, Contractors, and Processors:** From time to time, we may disclose your Personal Information to other parties that provide certain services to our business. Each service provider, contractor, and processor must agree to use reasonable security procedures and practices, appropriate to the nature of the information involved, to protect your Personal Information from unauthorized access, use, or disclosure. These parties are also prohibited from using Personal Information other than as specified by us.
- **Our Affiliates and Family of Companies:** We may disclose Personal Information (including Internet or other electronic activity) between and among GRIP-A-LINE and our current and future parents, affiliates, and subsidiaries and other companies under common control and ownership.
- **During Change of Ownership:** If our Company is merged, acquired, or sold, or in the event of a transfer of some or all of our assets, including the GRIP-A-LINE tools and related products, we may disclose or transfer Personal Information in connection with such transaction.
- **Law Enforcement and Courts:** In certain instances, we may disclose Personal Information when we have reason to believe that it is necessary to identify, contact, or bring legal action against persons or entities that may be causing injury to you, GRIP-A-LINE, or others. We may also disclose your contact information when we believe the law or legal process requires it.
- **Advisors and Lawyers:** We may disclose Personal Information to our lawyers and other professional advisors where necessary to obtain advice or to otherwise protect and manage our business interests or your rights under this Privacy Policy.
- **With Your Consent:** We may disclose Personal Information with your consent or at your direction.

- **Disclosure of Non-Personal Information:** We may also disclose aggregated or de-identified information that cannot reasonably be used to identify you.

1.5. RETENTION OF INFORMATION

We store Personal Information for as long as necessary to carry out the purposes for which we originally collected it and for other legitimate business purposes, including to meet our legal, regulatory, or other compliance obligations.

2. USAGE TRACKING: COOKIES

Cookies are pieces of information that a website transfers to an individual for record-keeping purposes. Cookies make Internet technology use easier for you by doing things such as saving your preferences and interests while you are at our sites. The use of cookies is an industry standard, and, as such, you will find them on most major websites. By showing how and when users use a website, cookies help us see which areas are popular and which are not. Many improvements and updates to our websites are based on data such as total number of visitors and pages viewed. This information is most easily tracked with cookies. We use the information from cookies only to provide services better tailored to your needs and for the protection of our websites and users from potential harm. We never save passwords or credit card information in cookies.

We use persistent tracking cookies on our websites, which are cookies that stay in your web browser between visits. We use these to capture analytical information about our visitors that helps us to improve the performance of our website and create a better experience. These cookies allow us to recognize and count the number of visitors, to provide content related to a prior visit to our websites, to see how visitors move around the websites and the products and Services they are interested in when they are using them, and to see what other types of products and services they may be interested in. This helps us improve the way our website works; for example, by making sure users are finding what they need easily.

We may also use cookies that allow us or third parties to advertise our products and services on websites that you access after you have visited our websites. You may also see advertisements from us if other websites you visit capture through a cookie that you

have been on our websites. These ad preference cookies are often used by search engine sites. Our nonessential cookies can be disabled as indicated below.

Most browsers are set up to accept cookies. If you want to change your cookie preferences, you can do so through your browser settings or refuse the cookies when you enter any of our websites. Please remember that our cookies are often used to give you certain functionality, and, without them, you may not be able to fully use some of our websites.

You can also remove cookies that have already been set in your browser via your browser settings. We use Google Analytics on the websites and Services to collect Internet or other electronic activity to analyze how users use the websites and Services. For more information about how to opt out of having your information used by Google Analytics, visit <https://tools.google.com/dlpage/gaoptout/>.

3. **THIRD-PARTY SITE LINKS AND SERVICES**

You should be aware that, when you are on GRIP-A-LINE's website or are using documentation associated with GRIP-A-LINE products and services, you could be directed to other third-party sites that are beyond our control. There are links to other sites from GRIP-A-LINE's website, which take you outside our Services. For example, if you click on a link to one of our social media accounts, the click may take you off our website.

These other sites and services may send their own cookies to visitors to collect data or solicit information. GRIP-A-LINE does not control these sites and services and therefore is not responsible for their content. The inclusion of hyperlinks to any other sites by GRIP-A-LINE does not imply any endorsement of the material on such sites nor any association with their operators.

This Privacy Policy does not extend to anything that is inherent in the operation of the Internet, which is beyond our control. Remember that, whenever you give out Personal Information online, that information may be collected and used by people you do not know.

4. **SECURING INFORMATION**

GRIP-A-LINE takes reasonable technical and organizational measures in accordance with applicable laws to safeguard users' Personal Information. While GRIP-A-LINE strives to protect your Personal information (and therein your privacy), we cannot guarantee the security of any Personal Information you disclose online, and you therefore disclose such Personal Information at your own risk.

5. **CHILDREN'S PRIVACY**

Our websites are not directed at children. We do not collect or maintain information at our sites from those we know are under 13, and children under 13 years of age are not allowed per our Terms and Conditions to become registered users of our websites. By using any of our websites, you represent that you are not under 13 years of age. If you are a parent or guardian and you believe that your child under age 13 may have provided Personal Information through any of our websites, please contact us at the [Contact Information](#) provided in Section XI.

6. **DATA TRANSFERS – INTERNATIONAL USERS**

GRIP-A-LINE is headquartered in the United States, and we have operations and service providers in the United States and other countries. Therefore, if you provide Personal Information to us, it may be transferred to and processed on computers in the U.S. and other countries that may not provide levels of data protection that are equivalent to those of your home jurisdiction. Do not provide your Personal Information to us if you do not want this information to be transferred outside of your country or if the laws in your country restrict these types of transfers. We will take steps to ensure that your Personal Information receives an adequate level of protection in the jurisdictions in which we process it. However, please note that our Services are intended for residents in the United States.

7. **DO-NOT-TRACK DISCLOSURES; THIRD-PARTY TRACKING**

Certain mechanisms may allow you to send web browser signals, known as "Do Not Track" ("DNT") signals, indicating your choice to disable tracking on websites. Our website is hosted and administered by GoDaddy, who is responsible for monitoring and administering DNT signals for the websites that they host.

8. YOUR CHOICES

8.1. ACCOUNT INFORMATION

You may update and correct certain account information at any time by logging into your account. If you wish to delete your account, please contact support@grip-a-line.com, but note that we may retain certain information as required by law or for our legitimate business purposes.

8.2. COOKIES

Most web browsers are set to accept cookies by default. If you prefer, you can usually adjust your browser settings to remove or reject browser cookies. Please note that removing or rejecting cookies could affect the availability and functionality of our Services. For more information about cookies and how to disable them, see the Usage Tracking: Cookies in Section 2 above.

9. YOUR PRIVACY RIGHTS

Individuals residing in California, Colorado, Connecticut, Utah, or Virginia are afforded certain rights with respect to their Personal Information. If you are a resident of one of these states, this section applies to you.

9.1. SUMMARY OF CATEGORIES OF PERSONAL INFORMATION COLLECTED AND DISCLOSED

In the preceding 12 months, we have collected the categories of Personal Information set forth in the table below. For details about the precise data points we collect and the categories of sources of such collection, please see the WHAT PERSONAL INFORMATION DOES GRIP-A-LINE COLLECT? and WHAT ARE OUR SOURCES FOR YOUR PERSONAL INFORMATION? in Sections 1.1 and 1.2 above. We collect Personal Information for the business and commercial purposes described in the HOW DOES GRIP-A-LINE USE YOUR PERSONAL

INFORMATION? in Section 1.3 above. In the preceding 12 months, we have disclosed the following categories of Personal Information for business purposes to the following categories of recipients, which we also describe in greater detail in the WHEN WE DISCLOSE YOUR PERSONAL INFORMATION in Section 1.4 above:

Category of Personal Information	Business Purpose for Disclosure	Recipients of Personal Information
Identifiers, such as name, current and previous mailing addresses, phone number, email address, or other similar information.	We use and disclose for a business purpose this category of Personal Information to process purchase transactions, provide our Services, learn more about our website users, and for other reasons, as described in greater detail in the HOW DOES GRIP-A-LINE USE YOUR PERSONAL INFORMATION? and WHEN WE DISCLOSE YOUR PERSONAL INFORMATION in Sections 1.3 and 1.4.	We may have disclosed this category of Personal Information with our service providers, contractors, and processors that provide business purpose services to us, such as processing purchase transactions.
Any Personal Information described in the California Customer Records Act (Cal. Civ. Code § 1798.80(e)), such as name, address, or telephone number.	We use and disclose for a business purpose this category of Personal Information to process purchase transactions, provide our Services, learn more about our website users, and for other reasons, as described in greater detail in the HOW DOES GRIP-A-LINE USE YOUR PERSONAL INFORMATION? and WHEN WE DISCLOSE YOUR PERSONAL INFORMATION in Sections 1.3 and 1.4.	We may have disclosed this category of Personal Information with our service providers, contractors, and processors that provide business purpose services to us, such as processing purchase transactions.
Commercial information, such as information regarding the products or services purchased, obtained, or considered, other purchasing histories or tendencies, and contact information.	We use and disclose for a business purpose this category of Personal Information to process purchase transactions and to provide our Services, learn more about our website users, and for other reasons, as described in greater detail in the HOW DOES GRIP-A-LINE USE YOUR PERSONAL INFORMATION? and WHEN WE DISCLOSE YOUR PERSONAL INFORMATION in Sections 1.3 and 1.4.	We may have disclosed this category of Personal Information with our service providers, contractors, and processors that provide business purpose services to us, such as processing purchase transactions.

Internet or other electronic network activity information, such as browsing and click history when using our website.	We use and disclose for a business purpose this category of Personal Information to process purchase transactions and provide our Services, learn more about our website users, and for other reasons, as described in greater detail in the HOW DOES GRIP-A-LINE USE YOUR PERSONAL INFORMATION? and WHEN WE DISCLOSE YOUR PERSONAL INFORMATION in Sections 1.3 and 1.4.	We may have disclosed this category of Personal Information with our service providers, contractors, and processors that provide business purpose services to us, such as our database platforms.
Geolocation data.	We use geolocation data to analyze preferences, trends, and statistics in connection with our Services.	We use Google Analytics on the websites and Services to collect Internet or other electronic activity to analyze how users use the websites and Services. Google Analytics extracts geolocation information from IP addresses, such as country, city and region, but not the exact physical location,
Inferences drawn from any of the information identified herein.	We use and disclose for a business purpose this category of Personal Information to process purchase transactions and provide our Services, learn more about our website users, and for other reasons, as described in greater detail in the HOW DOES GRIP-A-LINE USE YOUR PERSONAL INFORMATION? and WHEN WE DISCLOSE YOUR PERSONAL INFORMATION in Sections 1.3 and 1.4.	We may have disclosed this category of Personal Information with our service providers, contractors, and processors that provide business purpose services to us, such as our database platforms.

Our prior 12-month practices are consistent with our current Personal Information handling practices described in [Notice at Collection](#) in Section I.

9.2. SELLING OR SHARING OF PERSONAL INFORMATION

We do not sell your Personal Information or share your Personal Information for cross-context behavioral / targeted advertising and have not done so in the prior 12 months. We also do not knowingly sell or share the Personal Information of children under the age of 16 and have not done so in the prior 12 months.

9.3. YOUR RIGHTS

Applicable privacy laws afford consumers residing in California, Colorado, Connecticut, Utah, and Virginia the following rights with respect to their Personal Information, subject to certain exceptions:

- (1) Right to Delete. You have the right to request us to delete the Personal Information we have collected about you.
- (2) Right to Correct. You have the right to request us to correct inaccurate Personal Information we maintain about you.
- (3) Right to Confirm Processing. You have the right to confirm whether we are processing your Personal Information.
- (4) Right to Know and Access. You have the right to know and access the Personal Information we have collected about you, including the categories of Personal Information, the categories of sources from which the Personal Information is collected, the business or commercial purpose for collecting, selling, or sharing Personal Information, the categories of third parties to whom we disclose Personal Information, and the specific pieces of Personal Information we have collected about you.
- (5) Right to Data Portability. You have the right to receive the information under Right (4) in a format, to the extent technically feasible, that is portable, usable, and allows you to transmit the Personal Information to a person without impediment.
- (6) Right to Opt-Out of Profiling. You have the right to opt out of the processing of your Personal Information for profiling in furtherance of decisions that produce legal or similarly significant effects concerning the consumer.
- (7) Rights Related to Sharing for Cross-Context Behavioral / Targeted Advertising or Sale. We do not share your Personal Information for cross-context behavioral / targeted advertising or sell your personal information. Please contact us using the information in Contact Information in Section 11 below if you have any questions.
- (8) Right to No Discrimination. You have the right not to be discriminated against for exercising any of your privacy rights. This includes us not (a) denying you goods or services, (b) charging you different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties, (c) providing you a different level or quality of goods or services, (d) suggesting to you that you will receive a different price or rate for goods or services or a different level or quality of goods or services, and (e) retaliating against you for exercising your privacy rights.

- (9) Right to Appeal. If we decline to take action in response to your exercise of a privacy right, we will inform you of the reason for denying your request and provide you with instructions on how to appeal the decision.

9.4. INSTRUCTIONS ON HOW TO EXERCISE YOUR PRIVACY RIGHTS

You may exercise your privacy rights by emailing us at support@grip-a-line.com or by using the Contact Us page on our website (<https://grip-a-line.com/contact>). In some instances, we will need to verify your identity before honoring your privacy right request. We will verify your identity by asking you to provide Personal Information related to your recent interactions with us, such as your full name and phone number. We will honor your privacy rights request within 45 calendar days of receipt, unless we request an extension under applicable privacy laws.

9.5. APPEALING A DENIAL OF A PRIVACY RIGHT REQUEST

You may appeal a denial of your privacy right requests by emailing us at support@grip-a-line.com or by using the Contact Us page on our website (<https://grip-a-line.com/contact>). Within 45 days of receipt of an appeal, we will inform you in writing of any action taken in response to the appeal, including a written explanation of the reasons for the decisions. If we deny your appeal, you may submit a complaint to the Attorney General of your state.

9.6. AUTHORIZED AGENTS

You may exercise your privacy rights through an authorized agent. If we receive your request from an authorized agent, we may ask for evidence that you have provided such agent with a power of attorney or that the agent otherwise has valid written authority to submit requests to exercise rights on your behalf. If you are an authorized agent seeking to make a request, please contact us using the Contact Information in Section 11 below.

9.7. Additional Disclosure for California Residents

If you are a California resident, you have the right to request and receive certain information about disclosure of your Personal Information to third parties for their direct marketing purposes. Because it is our policy not to share Personal Information with third parties for third-party direct marketing purposes without your consent, we are exempt from the requirement to respond to such requests. If you have any questions related to our policy, please contact using the Contact Information in Section 11 below.

10. NOTIFICATION OF CHANGES

Any changes that we make to this Privacy Policy will become effective upon posting. We will post any updated Privacy Policy on our websites with the date that it was last updated. Any Personal Information that we collect from you will be treated in accordance with the most recent version of the Privacy Policy that has been provided to you.

11. CONTACT INFORMATION

If you have any questions about this Privacy Policy, please contact us at support@grip-a-line.com.