

## **Dodd Electric Privacy Policy**

This privacy policy describes how 'Personally Identifiable Information' (PII) is used online. PII, as described in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully for a clear understanding of how we collect, use, protect or otherwise handle your PII in accordance with our website.

### **What personal information do we collect from the people that visit our website?**

When paying an invoice on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, credit card information or other details to help you with your experience.

### **When do we collect information?**

We collect information from you when you place an order or enter information on our site.

### **How do we use your information?**

The information you provide is used strictly for the purpose of identifying your account for payment processing or to respond to an inquiry.

### **How do we protect your information?**

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

**Third-party disclosure:** We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information.

**Third-party links:** We do not include or offer third-party products or services on our website.

### **Fair Information Practices**

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information. In case of a data breach, in accordance with Fair Information Practices, we will take the following responsive action: You will be notified by telephone within one (1) business day. We also agree to the Individual Redress Principle which requires that individuals have the right to legally pursue enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or government agencies to investigate and/or prosecute non-compliance by data processors.

## **CAN-SPAM ACT**

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations. We collect your email address in order to:

- Email a receipt when requested
- Respond to an inquiry for information about our services
- Provide requested company updates
- Send order information and updates

In accordance with CAN-SPAM, we agree to the following: You may, at any time, unsubscribe from receiving future emails, and we will promptly remove your name from ALL correspondence.

## **Refund Policy**

If we made a mistake, we'll correct it. Contact us for billing errors or questions about products or services received. Please reach out prior to payment and within 30 days of service at (615) 269-9994.