

UNIVERSAL AIR CONDITIONER PRIVACY POLICY

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Universal Air Conditioner, L.L.C. (“**UAC**,” “**we**,” “**us**,” or “**our**”) has prepared this Privacy Policy to explain (1) what personal information we collect, (2) how we use and share that information, and (3) your choices concerning our privacy and information practices.

1. Applicability of this Privacy Policy

We provide air conditioning products (e.g., compressors, evaporators, condensers, etc.) and solutions tailored to maintain, support, and improve you or your customers’ air condition unit (the “**Services**”). This Privacy Policy applies to personal information that we collect in connection with the Services or the website(s) (including <https://www.uacparts.com/>), and any other websites, domains, products and/or services operated by us that link to this Privacy Policy.

If you are a customer of UAC, this Privacy Policy does not apply to personal information or other data and information that we process on your behalf as your service provider (collectively, “**Customer Data**”). Our use of your Customer Data shall instead be governed by the terms and conditions of the separate customer agreement or terms of service that you have agreed to with UAC. If you are using the Services as an employee, contractor or other representative of one of our customers and you have any questions about our privacy practices or would like to exercise any rights with respect to your personal information that we process on behalf of our customers, please contact the corresponding customer as we only process your personal information in our capacity as a service provider to our customer.

In addition, our Services are designed for businesses and are not intended for personal, family, or household use. Accordingly, we treat all personal information covered by this Privacy Policy as pertaining to individuals acting as business representatives, rather than in their personal capacity.

2. Personal information we collect

Information you provide to us:

- **Account information:** When you create an account to use the Services, we collect information such as your phone number, email address, password, and other similar account registration information.
- **Business contact information:** If you are a representative of one of our actual or prospective customers, suppliers or business partners, we may collect personal information about you (such as your name, work email, place of work, role, and other contact details) when entering into an agreement with your company or otherwise the during the course of our relationship with your company.
- **Feedback or correspondence,** such as information you provide when you contact us with questions, feedback, reviews, or otherwise correspond with us online.
- **Usage information,** such as information about how you use the Services and interact with us.
- **Marketing information,** such as your preferences for receiving communications about our activities, services, and publications, and details about how you engage with our communications.

- **Other information** that we may collect which is not specifically listed here, but which we will use in accordance with this Privacy Policy or as otherwise disclosed at the time of collection.

Information we obtain from third parties. We may obtain your personal information from other third parties, such as marketing partners, publicly-available sources and data providers, for the purposes of marketing products and services that may interest you, delivering personalized communications, and other similar activities. In addition, we may maintain pages on social media platforms, such as Facebook, Twitter, Instagram, and other third-party platforms. When you visit or interact with our pages on those platforms, the platform provider's privacy policy will apply to your interactions and their collection, use and processing of your personal information. You or the platforms may provide us with information through the platform, and we will treat such information in accordance with this Privacy Policy.

Automatic data collection. We and our service providers may automatically log information about you, your computer or mobile device, and your interaction over time with our Services, our communications and other online services, such as:

- **Device data**, such as your computer's or mobile device's operating system type and version, manufacturer and model, browser type, screen resolution, RAM and disk size, CPU usage, device type (e.g., phone, tablet), IP address, unique identifiers (including identifiers used for advertising purposes), language settings, mobile device carrier, radio/network information (e.g., WiFi, LTE, 4G), and general location information such as city, state or geographic area.
- **Online activity data**, such as pages or screens you viewed, how long you spent on a page or screen, browsing history, navigation paths between pages or screens, information about your activity on a page or screen, access times, and duration of access, and whether you have opened our marketing emails or clicked links within them. We may use third party tools to assist with capturing online activity data.

We may use the following tools for automatic data collection:

- **Cookies**, which are text files that websites store on a visitor's device to uniquely identify the visitor's browser or to store information or settings in the browser for the purpose of helping you navigate between pages efficiently, remembering your preferences, enabling functionality, helping us understand user activity and patterns, and facilitating online advertising.
- **Local storage technologies**, like HTML5, that provide cookie-equivalent functionality but can store larger amounts of data, including on your device outside of your browser in connection with specific applications.
- **Web beacons**, also known as pixel tags or clear GIFs, which are used to demonstrate that a webpage or email was accessed or opened, or that certain content was viewed or clicked.

3. How we use your personal information

- **To operate our Services**, including to:
 - Provide, operate, maintain, secure and improve our Services.
 - Provide information about our Services.

- Communicate with you about our Services, including by sending you announcements, updates, security alerts, and support and administrative messages.
- Respond to your requests, questions and feedback.
- **To improve, monitor, personalize, and protect our Services**, which includes:
 - Enriching your user experience and customise your relationship with us;
 - Protecting the security of our Services;
 - Preventing and detecting security threats, fraud or other criminal or malicious activities; and
 - Administering content, promotion, sweepstakes, surveys, voting polls and other Website features.
- **Marketing and advertising.** We may from time-to-time send you direct marketing communications as permitted by law, including, but not limited to, notifying you of special promotions, offers and events via email. You may opt out of our marketing communications as described in the “**Opt out of marketing communications**” section below.
- **For research and development.** We may use data for research and development purposes, including to analyze and improve our Services and our business. If personal information is included, we may create aggregated, de-identified, or other anonymous data from personal information we collect. We make personal information into anonymous data by removing information that makes the data personally identifiable to you. We may use this anonymous data and share it with third parties for our lawful business purposes, including to analyze and improve our Services and promote our business.
- **Compliance and protection.** To comply with our legal obligations, we may use personal information to:
 - Comply with applicable laws, lawful requests, and legal process, such as to respond to subpoenas or requests from government authorities.
 - Protect our, your or others’ rights, privacy, safety or property (including by making and defending legal claims).
 - Audit our internal processes for compliance with legal and contractual requirements and internal policies.
 - Enforce the terms and conditions that govern our Services.
 - Prevent, identify, investigate and deter fraudulent, harmful, unauthorized, unethical or illegal activity, including cyberattacks and identity theft.

4. How we share your personal information

- **Service providers.** We may share your personal information with third party companies and individuals that provide services on our behalf or help us operate our Services (such as lawyers, bankers, auditors, insurers, and providers that assist with hosting, payment processing, analytics, email delivery, marketing, and database management).
- **Authorities and others.** We may disclose your personal information to law enforcement, government authorities, and private parties, as we believe in good faith to be necessary or appropriate for the compliance and protection purposes described above.
- **Business transfers.** We may sell, transfer or otherwise share some or all of our business or assets, including your personal information, in connection with a business transaction (or potential business transaction) such as a corporate divestiture, merger, consolidation, acquisition, reorganization or sale of assets, or in the event of bankruptcy or dissolution. In such a case, we will make reasonable efforts to require the recipient to honor this Privacy Policy.
- **Affiliates:** We may share personal information with our current and future affiliates, meaning an entity that controls, is controlled by, or is under common control with us. Our affiliates may use the personal information we share in a manner consistent with this Privacy Policy.

5. Your choices

Access or update your information. If you have registered for an account with us, you may review and update certain personal information in your account profile by logging into the account.

Opt out of marketing communications. You may opt out of marketing-related communications – both emails and texts – by following the opt-out or unsubscribe instructions in the communications you receive from us or by contacting us as provided in the [“How to contact us”](#) section below. You may continue to receive Services-related and other non-marketing communications.

Personal information requests. We offer you choices that affect how we handle your personal information. Depending on your location and the nature of your interactions with our Services, you may request the following in relation to personal information:

- **Information** about how we have collected and used personal information. We have made this information available to you without having to request it by including it in this Privacy Policy.
- **Access** to a copy of the personal information that we have collected about you. Where applicable, we will provide the information in a portable, machine-readable, readily usable format.
- **Correction** of personal information that is inaccurate or out of date.
- **Deletion** of personal information that we no longer need to provide the Services or for other lawful purposes.
- **Opt out** of the sharing of your personal information or use of your information for interest-based advertising. By default, we do not sell personal information or “share” information with third-party advertising partners.

- **Appeal** our denial of your personal information request by contacting us as set out in the “How to Contact Us” section below.

To make a request, please email us or write to us as provided in the “[How to contact us](#)” section below. We may ask for specific information from you to help us confirm your identity. You are entitled to exercise the rights described above free from discrimination.

Limits on your privacy rights and choices. In some instances, your choices may be limited, such as where fulfilling your request would impair the rights of others, our ability to provide a service you have requested, or our ability to comply with our legal obligations and enforce our legal rights. If you are not satisfied with how we address your request, you may submit a complaint by contacting us as provided in the “[How to contact us](#)” section below.

Opt out of online tracking. There are a number of ways to opt out of having your online activity and device data collected through our Services, which we have summarized below:

- **Blocking cookies in your browser.** Most browsers let you remove or reject cookies, including cookies used for interest-based advertising. To do this, follow the instructions in your browser settings. Many browsers accept cookies by default until you change your settings. For more information about cookies, including how to see what cookies have been set on your device and how to manage and delete them, visit www.allaboutcookies.org.
- **Blocking advertising ID use in your mobile settings.** Your mobile device settings may provide functionality to limit use of the advertising ID associated with your mobile device for interest-based advertising purposes.
- **Using privacy plug-ins or browsers.** You can block our Services from setting cookies by using a browser with privacy features, like [Brave](#), or installing browser plugins like [Privacy Badger](#), [DuckDuckGo](#), [Ghostery](#) or [uBlock Origin](#), and configuring them to block cookies trackers.
- **Google Analytics.** We use Google Analytics to help us better understand how people engage with our Services by collecting information and creating reports about how users use our Services. For more information on Google Analytics, click [here](#). For more information about Google’s privacy practices, click [here](#). You can opt out of Google Analytics by downloading and installing the browser plug-in available at: <https://tools.google.com/dlpage/gaoptout>.
- **Platform opt-outs.** The following advertising partners offer opt-out features that let you opt out of use of your information for interest-based advertising:
 - [Google](#)
 - [Facebook](#)
 - [LinkedIn](#)
 - [Microsoft](#)
- **Advertising industry opt-out tools.** You can also use these opt-out options to limit use of your information for interest-based advertising by participating companies:

- [Digital Advertising Alliance](#)
- [Network Advertising Initiative](#)

Note that because these opt-out mechanisms are specific to the device or browser on which they are exercised, you will need to opt out on every browser and device that you use.

Do Not Track. Some Internet browsers may be configured to send “Do Not Track” signals to the online services that you visit. We currently do not respond to “Do Not Track” or similar signals. To find out more about “Do Not Track,” please visit <http://www.allaboutdnt.com>.

6. Data retention

We may retain your personal information for as long as it is reasonably needed to maintain and expand our relationship and provide you with our Services; in order to comply with our legal and contractual obligations; or to protect ourselves from any potential disputes. To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of such information, the potential risk of harm from unauthorized use or disclosure of such information, the purposes for which we process it, and the applicable legal requirements.

7. Other sites, mobile applications and services

Our Services may contain links to other websites, mobile applications, and other online services operated by third parties. These links are not an endorsement of, or representation that we are affiliated with, any third party. In addition, our content may be included on web pages or in mobile applications or online services that are not associated with us. We do not control third party websites, mobile applications or online services, and we are not responsible for their actions. Other websites and services follow different rules regarding the collection, use and sharing of your personal information. We encourage you to read the privacy policies of the other websites and mobile applications and online services you use.

8. Security practices

We use reasonable organizational, technical and administrative measures designed to protect against unauthorized access, misuse, loss, disclosure, alteration and destruction of personal information we maintain. Unfortunately, data transmission over the Internet cannot be guaranteed as completely secure. Therefore, while we strive to protect your personal information, we cannot guarantee the security of personal information. If we are required to notify you about a situation involving your data, we may do so by email or telephone to the extent permitted by law.

9. Children

Our Services are not intended for children, and we do not collect personal information from them. We define “children” as anyone under 18 years old. If we learn we have collected or received personal information from a child without verification of parental consent, we will delete the information. If you believe we might have any information from or about a child, please contact us via the contact information noted below.

10. Changes to this Privacy Policy

We reserve the right to modify this Privacy Policy at any time. If we make material changes to this Privacy Policy, we will notify you by updating the date of this Privacy Policy and posting it on our Services. We may also provide notification of changes in another way that we believe is reasonably likely to reach you, such as via e-mail (if you have an account where we have your contact information) or another manner through our Services.

Any modifications to this Privacy Policy will be effective upon our posting the new terms and/or upon implementation of the new changes on our Services (or as otherwise indicated at the time of posting). In all cases, your continued use of the Services after the posting of any modified Privacy Policy indicates your acceptance of the terms of the modified Privacy Policy.

11. How to contact us

If you have any questions or concerns, you can reach us by phone at (800) 648-8648 toll free.