

## Privacy Policy

Protecting your privacy is very important to us at Bag Man, LLC. Our company's future revolves around being a responsible and respectful partner of our customers; and holding ourselves accountable in our online business is part of that.

We want you to feel comfortable and secure when visiting our online store; and we have put policies and technologies in place to protect your privacy while ensuring you have access to the products.

### ACCOUNT INFORMATION

A certain amount of contact and personal information is required in order to effectively do business with you. Your name, address and payment method are necessary to process your transactions and properly deliver the products you purchase.

The 'Account' feature is a secure, personalized center for you to keep track of products of interest and orders. This information is safely contained in a confidential and secure state, unless you specifically request a list to be shared.

If you choose not to set up an account, you are still able to search our website and product pages, and conduct secure transactions and purchases.

Types of information we collect may include:

- Name
- Mailing address
- Email address
- Phone (or mobile) number
- Credit/debit card number
- Purchase/return/exchange information

If you choose not to provide information, we may not be able to provide you with requested products, services or information. An alternative to online purchasing would be to call our office to place an order over the phone.

### EMAIL

We retain email addresses provided by our clients either via website or phone to keep an open line of communication with you regarding updates to your order(s) and account(s). We also may use these e-mail addresses to notify you of Bag Man promotions, products and other information that may be of interest to you. You have complete control of opting in or out of receiving these communications. We do not share your email address with any third parties. While we cannot guarantee privacy perfection, we will address any issue to the best of our abilities and as soon as possible.

### ONLINE TRANSACTIONS

The security of your online transactions is important to us. We use physical, electronic, and procedural safeguards to protect personal information about you.

Data transmissions over the Internet are not 100% secure. Consequently, we cannot guarantee or warrant the security of any information you transmit to us and you do so at your own risk. Once we receive your transmission, we use reasonable efforts to ensure security on our systems. All online payments are processed through Square and are subject to Square's protocols.

## **LINKS TO 3<sup>RD</sup> PARTY SITES**

Our website includes links to other sites whose privacy practices may differ from ours. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit.

## **TERMS OF USE**

By visiting and using our website, you accept our terms of use in order to maintain the integrity of the site, its content, and the privacy of our customers. You agree not to perform any act that might compromise the security of the website, render it inaccessible or otherwise cause damage to the site or its content. You agree not to attempt to access content that is not intended for you; and to not violate any law or the rights of any person or entity.

If you post any comments or content on our website or social media, any personally identifiable information you choose to provide there may be read, collected, or used by other users of our site, as well as other parties. Bag Man is not responsible for any information you choose to submit in these forums and we cannot guarantee that other users have not made any copies of and/or will not use such information.

## **COOKIES**

Cookies are necessary for Internet stores to function properly because they contain instructions necessary for your computer to communicate correctly with the Internet store, such as remembering what items you've placed in your shopping cart. They are also important in personalizing your visit to our website so we can better serve you and so that you can quickly find your favorite pages. The cookie information we collect does not identify you personally, but rather identifies your computer or browser activity to remember returning customers and their preferences. A cookie cannot retrieve any other data from a hard drive or pass on computer viruses.

You have the option to 'delete cookies' from your computer's hard-drive, 'block all cookies', or receive an 'alert' before a cookie is stored. We recommend that you refer to your browser instructions or help screen to learn more about this. PLEASE NOTE: Should you choose to 'block all cookies,' it is likely that your computer will not be able to interact effectively with our Internet store and you will lose capabilities otherwise available to you.

## **THIRD PARTY**

We do not sell or share any personal, contact, or account information with third-party vendors without your consent.

## **EMAIL SECURITY**

"Phishing" is a scam designed to steal your personal information. If you receive an email that looks like it is from us asking you for your personal information, do not respond. We will never request your password, username, credit card information, bank wiring instructions or other personal information through email.

## **CHILDREN' PERSONAL INFORMATION**

We recognize the particular importance of protecting privacy where children are involved. We do not knowingly collect personal information online from children under the age of 13. If a child under the age of 13 has provided us with personal information online, we ask that a parent or guardian email [customerservice@afsbagman.com](mailto:customerservice@afsbagman.com) or call 800-796-5333.

## **CHANGING YOUR PERSONAL INFORMATION**

Upon request, we will provide you with information about whether we hold or process on your personal information. You can access and edit your account information with Bag Man at any time by logging into your account. You can also contact us via our Customer Service, and we will respond as soon as possible.

If your personal information changes you can correct, update or delete such information by making the change on your account page or by submitting a request via phone, email or fax.

## **CHANGES TO THIS PRIVACY POLICY**

Bag Man, LLC reserves the right to revise, modify, or update this notice at any time. We will post any updates to our site as it happens.

If you have any questions or concerns, please contact Customer Service Support:

Email: [customerservice@afsbagman.com](mailto:customerservice@afsbagman.com)

Phone: 800-796-5333

Fax: 715-796-5655

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P.O. Box 162

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