



## PRIVACY POLICY

POLICY\_EN(Rev-A)

This Privacy Policy ("Policy") provides you with important information about how and why Oliva Torras USA, Inc. based in North America collect, process, and share personal information, about your rights, and how to contact us if you have a question, concern, or complaint. When we reference "Oliva Torras USA, Inc.", "we", "our", or "us", we are referring to Oliva Torras USA, Inc. who is collecting and/or processing your information."

### **How this policy applies**

This Policy applies to personal information we collect through our products and services, our websites, our social media pages which reference this Policy, online portals, and mobile applications. This Policy also applies to personal information we collect through interactions with you, through offline sources (such as sales and marketing efforts), and from third parties.

Note: You have a choice as to whether you want to share personal information with us. If you choose not to provide us with certain personal information, we may not be able to offer you products and services which utilize that information and/or the functionality and features of those products and services may be limited or inoperable.

### **Personal information we collect and process**

We may collect and process the following types of personal information:

Information you provide to us. The personal information we collect directly from you depends on how you interact with us and our products and services, any may include:

- Contact information for you and others in your business (such as your name, address, email address, title, and phone numbers);
- Information in emails, messages, and other communications;
- Information you submit through online forms, chat, or portals we provide;
- Information you provide when registering an account, product, or subscription with us;

Information we collect when providing products and services. This information may include information concerning warranty and product registrations, warranty claims, repair services, technical assistance, and parts orders.

Public information. We may also collect personal information from public sources (such as newspapers, social media, public records, and databases) and third parties.

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### **Automatic data collection, analytics, and third-party tracking technologies**

We do not collect personal information automatically. We may, however, tie automatically gathered information to personal information about you which we collect from other sources or which you provide to us.

### **Using your information**

We use the information we collect for the following purposes:

- To provide, administer, protect, and enhance our products and services, to enhance user experiences, and to develop new products and services.
- To process, fulfill, and facilitate transactions in connection with our products and services.
- To register your account(s) and purchased products, subscriptions, and services, respond to your inquiries, help you solve problems, provide customer support, and to facilitate and administer requests for repair or service.
- To communicate about, promote, and administer our products, services, events, programs, and promotions (including sending marketing communications, promotional materials, notices, alerts, newsletters, and conducting sweepstakes and contests).
- To maintain and promote the safety and security of our products and services, our IT network, and our employees.
- To verify your identity and to protect against unauthorized transactions, fraud, and other unlawful activity, claims and other liabilities, and to manage risk exposure and quality.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us (including for billing and collection and product warranties); to conduct investigations; to comply with and enforce applicable legal obligations, relevant industry standards, other contractual obligations, and our terms, policies and procedures.
- To fulfill any other purpose for which you provide it or for which you give consent.

Note: Where required by applicable law, we will obtain your consent for the processing of your personal information for direct marketing purposes. See also Your Choices Concerning Your Information below.



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### Sharing personal information

We do not disclose or sell personal information except as described in this Policy or at the time of collection. We may disclose or share your personal information:

- To fulfill the purpose for which you provided the information
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request; to establish, exercise, or defend our legal rights; in connection with an investigation of fraud or other unlawful activity; and/or if, in our belief, we must disclose the information for our protection or that of others, including to prevent physical harm, property damage, financial loss or otherwise;
- With your consent.

Note: We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

Note: For more information, see Your Choices Concerning Your Information.

### Data transfers

Your information may be transferred to, and maintained on, computers located outside of your state, province, country, or other governmental jurisdiction where the privacy laws may not be as protective as those in your jurisdiction. We may transfer personal information to the United States or elsewhere and process it there, in accordance with applicable law and regulation and using appropriate safeguards when necessary.

### Your choices concerning your information

We strive to provide you with choices regarding the personal information you provide to us.

Contact us as provided in the Contact section of this Policy to submit requests to us, including: (1) update your preferences; (2) limit the communications you receive from us; and (3) request access to, correct, or delete any personal information that you have provided to us.

Note: We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

### Cookies



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When you interact with our Website, we may also collect limited non-personally identifying information that the browser you use makes available automatically. This information, or “cookie,” may include the internet address of the computer or network you used to access our Website, the date, time, and page(s) you visited on our Website, the browser and operating system you used, and the referring webpage. The use of cookies is a standard practice among internet websites and most internet web browsers may be customized to reject cookies, to only accept or reject cookies by user intervention, or to delete cookies. However, some features of the Website may not function properly without cookies. We provide methods to opt in and opt out of commercial electronic messages when required by applicable law and/or regulation. Opt out requests may be sent via the email address or physical address provided in the How to Contact Us section below or via the means provided in the specific communication, product, or service.

To the extent provided by the law of your jurisdiction, including the Texas Consumer Privacy Act or other state privacy laws, you may have the right to direct or ask any Oliva Torras USA, Inc. subject to this Policy:

- To delete any personal information about you
- To tell you:
  - o The categories of personal information it has collected about you.
  - o The categories of sources from which the personal information is collected.
  - o The business or commercial purpose for collecting personal information.
  - o The specific pieces of personal information it has collected about you.
  - o The categories of personal information disclosed about you for a business purpose.

Note: You have a choice as to whether you want to share personal information with us. We will not discriminate against a consumer for exercising these rights. If you choose not to provide us with certain information, we may not be able to offer you certain products and services and/or the functionality and features of certain products and services may be limited or inoperable.

### **Data security**

We maintain physical, technical, and administrative safeguards consistent with legal requirements and designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us online is stored on our secure servers behind firewalls.

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Unfortunately, the transmission of information via the Internet and other technologies is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted via our products and services. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained within or used with the products, services, or any channels you use to communicate with us.

### **Retention of personal information**

To the extent permitted or required by applicable law, we retain personal information we obtain about you as long as: (a) we need the information for the purpose(s) for which we obtained it, in accordance with this Policy; or (b) we have another lawful basis, as stated in this Policy or at the point of collection, for retaining the information beyond the period for which it is necessary to serve the initial purpose for collecting the personal information.

### **Children under the age of 16**

Our services are not intended for children under 16 years of age. We do not knowingly collect or solicit personal information from children under 16.

### **Changes to our privacy policy**

We may update this Policy periodically and without prior notice to you in order to reflect changes in our information practices. Continue use of any of our products, services, or other channels constitutes acceptance of any changes to the extent permitted by applicable law. The date of the last revision of the Policy will be shown at the top of the page. Please periodically review Policy to check for any changes.

### **How to contact us**

If you have a request, question, concern, or complaint about our privacy practices or communications you are receiving from us, please use the following contact:

Haltom City, TX 76117, (USA) 5901 Eden Dr

[otusasales@olivatorras.com](mailto:otusasales@olivatorras.com)

Ph: 817 232 8199

Fax: 800 741 4130