

# MELD PRIVACY POLICY

MELD is short for MELD Manufacturing Corporation (the “Company” or “MELD”), a Virginia corporation.

This Privacy Policy explains how the Company uses the personal data we collect from you when you access our website, application software, use one of the Company’s devices or access the Company’s software and information by other portals provided by the Company. This Privacy Policy is applicable to all means of entry when you access any information, website or application software of the Company.

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## **1. What do we collect?**

The Company may collect the following data:

- a. Personal identification information including name, email address, and phone number.
- b. Any information that you enter on our website or in any application software.
- c. Any communications with sales or customer service.

## **2. How do we collect your data?**

You directly provide the Company with most of the data we collect. We collect data and process data when you:

- a. Register online or place an order for any of our products or services.
- b. Voluntarily complete a customer survey or provide feedback on any of our message boards, website or by email.
- c. Use or view our website by your browser's cookies.

The Company may also receive your data indirectly from the following sources:

*n/a*

### **3. How will we use your data?**

The Company collects your data so that we can:

- a. Process your order and manage your account.
- b. Email you with special offers on other products and services we think you might like.

If you agree, the Company will share your data with our partner or affiliated companies so that they may offer you their products and services.

When the Company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

Independent Contractors: The Company may employ other companies or individuals to provide certain services to us such as sending e-mail, providing click to call telephone-calling services, analyzing customer lists and data, providing marketing assistance, or consulting services. These third parties will have access to the information needed to perform their functions but cannot use that information for any direct marketing purpose.

Aggregate information: The Company may provide aggregate information to some of our business partners. This information does not allow them to identify you individually.

Vendors and Subcontractors: The Company may provide some of our vendors or subcontractors with your contact information so that they may contact you directly with product support information. For example, we may supply your contact information to a Vendor if they request it in order to provide you with recall information about a product that you have purchased from us.

Credit card companies, other Payors and shippers: When you buy something from us we may send your credit card information, name, billing address and the amount of your purchase to your credit card company to verify and authorize the purchase. We will also send the same information (name, billing address and amount of your purchase) for other payment types which we may offer such as PayPal. Your name, telephone number and shipping information must be provided to third party shippers such as UPS, freight companies, Federal Express and the United States Postal Service to deliver your purchase.

Third Party Checkout Links: If you use a third party checkout link on our site such as PayPal or BillMeLater your name, billing and shipping addresses and other information requested by that payment service is transferred to us from your account with the third party to enable you to check out of our site without having to re-enter certain information.

#### **4. How do we store your data?**

The Company securely stores your data.

#### **5. Marketing**

The Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

*n/a*

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop the Company from contacting you for marketing purposes or giving your data to other members of the Company.

If you no longer wish to be contacted for marketing purposes, please contact us.

By email: [marketing@meldmanufacturing.com](mailto:marketing@meldmanufacturing.com)

By phone: +1 540-951-3980

Or write to us: MELD Manufacturing Corporation  
200 Technology Drive  
Christiansburg, VA 24073 USA

#### **6. What are your data protection rights?**

The Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- a. The right to access - You have the right to request from the Company copies of your personal data. We may charge you a small fee for this service.
- b. The right to rectification - You have the right to request that the Company correct any information that you believe is inaccurate. You also have the right to request the Company to complete information that you believe is incomplete.
- c. The right to erasure — You have the right to request that the Company erase or delete your personal data, under certain conditions.
- d. The right to restrict processing - You have the right to request that the Company restrict the processing of your personal data, under certain conditions.
- e. The right to object to processing - You have the right to object to the Company's processing of your personal data, under certain conditions,

- f. The right to data portability - You have the right to request that the Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- g. The right to be notified of any data breach – You have the right to be notified within 72 hours of any data breach that may affect your information.

Except for the time period noted in Section 6g above, if you make a request under this section 6, we have one month to respond to you.

If you would like to exercise any of these rights, please contact us.

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By phone: +1 540-951-3980

Or write to us: MELD Manufacturing Corporation  
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Christiansburg, VA 24073 USA

## **7. What are cookies?**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit [allaboutcookies.com](http://allaboutcookies.com)

## **8. How do we use cookies?**

The Company uses cookies in a range of ways to improve your experience on our website, including:

- a. Keeping you signed in
- b. Understanding how you use our website

## **9. What types of cookies do we use?**

There are a number of different types of cookies, however, our website uses:

- a. Functionality - The Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- b. Advertising — The Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. The Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share

online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

## **10. How to manage your cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## **11. Privacy policies of other websites**

The Company website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, then you should read their privacy policy.

## **12. Changes to our Privacy Policy**

The Company keeps its Privacy Policy under regular review and places any updates on this web Page. This Privacy Policy was last updated on 3 September 2020. The Company reserves all rights to change or modify this Privacy Policy in any way whatsoever.

## **13. How to contact us**

If you have any questions about the Company's Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

By Email: [marketing@meldmanufacturing.com](mailto:marketing@meldmanufacturing.com)

By Phone: +1 540-951-3980

Or write to us:           MELD Manufacturing Corporation  
200 Technology Drive  
Christiansburg, VA 24073 USA

## **14. How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that the Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office (in the European Union) , the Federal Trade Commission (in the United States), your state Attorney General's office or other designated state or country authority.

## **15. Law Enforcement and Protection of Users**

We will release personally identifiable information to third parties and organizations when we believe it is appropriate for us to do so to comply with the law. We will also do so to cooperate with law enforcement investigations, comply with court orders or subpoenas, protect the legal rights of our users, and when we believe it is needed for fraud protection and/ or credit risk reduction.

## **16. Business Transfer**

The Company has been in business independently for years, and our intent is to continue in this manner. However, in the event that the Company is sold, has substantially all of its assets acquired or merges or becomes affiliated with any other individual or entity, any customer information owned or under the control of the Company may be one of the transferred assets.

## **17. No Guarantee of Continued Availability**

The Company may provide access to certain services and application software based, in part, on licenses from third parties. The Company does not guarantee that any of its application software will be available for any period or on a continuing basis. Third party licensors may revoke the licenses to the Company at any time, which could preclude certain services, application software or other information from being available in the future.

## **18. Children's Online Policy**

The Company is committed to the preservation of online privacy for all of its web site visitors, including children. Consistent with the Children's Online Privacy Protection Act, we will not knowingly collect any personally identifiable information from children under the age of 13. The Company and meldmanufacturing.com sells products intended for purchase by adults. If you make a purchase on meldmanufacturing.com, you are representing that you are an adult. If you are a child under the age of 13, you must ask your parent or guardian to assist you in using meldmanufacturing.com or any other products offered by the Company.

## **19. Governing Law**

This privacy policy is governed by the laws of the Commonwealth of Virginia.

## **20. Security**

Our Web site protects the security of personal information you transmit to us by using Secure Sockets Layer (SSL) software, which encrypts the information you input during the transmission to us. We do not reveal your credit card number when we confirm your order. In order to protect against unauthorized access to your account you should sign off when you finish visiting our site.

## **21. Grant of Non-Exclusive License to IP Rights**

By posting messages, uploading files, inputting data or engaging in any other form of communication with the Company, you hereby grant to the Company a non-exclusive, royalty

free, fully paid up, worldwide, irrevocable, unrestricted license, to use, copy, license, sublicense, adapt, distribute, display, publicly perform, reproduce, transmit, modify, edit and otherwise exploit any information that you provide to the Company.