

# Privacy Policy

**Effective Date:** January 25, 2025

At Symtool Systems (“we,” “us,” or “our”), your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal information when you visit or use our website, [www.tilegripper.com](http://www.tilegripper.com) (the “Website”), and the services provided through it (collectively, the “Services”).

By using the Website, you consent to the collection, use, and disclosure of your information as described in this Privacy Policy. If you do not agree, please do not use the Website.

## 1. Information We Collect

**1.1 Personal Information** We collect personal information that you provide to us directly, including:

- Name
- Email address
- Billing and shipping addresses
- Phone number
- Payment information

**1.2 Non-Personal Information** We may collect non-personal information automatically when you use the Website, such as:

- IP address
- Browser type
- Device information
- Pages visited and time spent on the Website

## 2. How We Use Your Information

We use your information to:

- Process and fulfill orders, including payment processing and shipping
- Communicate with you regarding your orders and customer service inquiries
- Send promotional materials and updates (with your consent)
- Improve and personalize your experience on the Website
- Analyze usage trends and optimize the Website’s performance

### 3. How We Share Your Information

We do not sell your personal information. However, we may share your information with:

- **Service Providers:** Third-party companies that assist us in operating the Website, processing payments, and delivering products.
- **Legal Authorities:** When required by law or to protect our rights, safety, or property.
- **Business Transfers:** In connection with a merger, sale, or acquisition of our business assets.

### 4. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your browsing experience and gather data about site usage. You can control cookie preferences through your browser settings.

### 5. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the Internet is 100% secure.

### 6. Your Rights

Depending on your location, you may have rights regarding your personal information, including:

- Accessing the data we hold about you
- Requesting corrections to your data
- Deleting your data (subject to legal obligations)
- Opting out of promotional communications

To exercise these rights, please contact us at [support@tilegripper.com](mailto:support@tilegripper.com).

### 7. Children's Privacy

The Website is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from children under 18. If we learn that we have collected such information, we will delete it promptly.

### 8. Third-Party Links

The Website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. Please review their privacy policies before providing personal information.

### 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be effective when posted on this page, and the “Effective Date” will be updated. Your continued use of the Website after changes are posted constitutes your acceptance of the updated Privacy Policy.

## **10. Contact Us**

If you have questions or concerns about this Privacy Policy, please contact us at: Symtool Systems

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Newburgh, NY 12550

Email: [info@tilegripper.com](mailto:info@tilegripper.com)

Phone: +1-845-566-0550