



PRIVACY POLICY

OHD Parts™, a division of Overhead Door Corporation (“**OHD Part**”) respects your privacy rights and appreciates your interest in our website (“**Site**”). This privacy policy (“**Policy**”) is effective as of September 5, 2023 and applies to its U.S. based websites, and mobile sites that expressly adopt, display, or link to this Privacy Policy. As applicable, this Privacy Policy also applies to information we collect, use and disclose in connection with OHD Parts’ pages on social media sites, such as Facebook®, Twitter®, Instagram®, Pinterest®, LinkedIn®, or others. Any use prior to this date may be governed by an earlier version of this policy. If you have any questions about our Policy or believe that our Site is not conforming to this Policy, please contact OHD Parts by one of the methods listed below.

OHD Parts, a division of Overhead Door Corporation
Attn: OHD Parts
2501 S. State Hwy 121, Ste. 200,
Lewisville, TX 75067
Phone: (866) 643-7278
E-mail: Support@ohdparts.com

Your Consent. By accessing the Site, you expressly consent to OHD Parts’ collection, use, disclosure and storage of your personal information and other information received by us as a result of such use in accordance with this Policy, the Terms of Use, your consent, and as permitted or required by applicable law. If you do not agree to the foregoing, you should immediately stop using or accessing the Site. In the event you change your mind at a later date, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, or modify your contact information, by sending a request with sufficient detail that allows us to properly understand, evaluate, and respond to the email address listed above and indicate on the subject line, “Privacy Compliance.” Please also note that the Site may be hosted in countries other than yours, including the United States. By accessing the Site, you expressly consent to the transfer of your information outside of your home country, which may provide for different data protection rules than in your country.

OHD Parts’ Collection of Information. OHD Parts’ Site does not record your name, mailing address, email address, phone number, or similar information unless you provide it to us. Examples of how you may provide this type of information to OHD Parts is when you respond to a survey, fill out a form, request information, create an account, or connect with us through email, or by phone. When you establish an online account or register on our Site or our we may collect information about your user identification and password. When you purchase products or apply for service with OHD Parts, we may collect commercial information such as credit or debit card number or such information may be collected and processed on our behalf by our vendors; we may also obtain information about you from outside credit reporting agencies to help us with customer authentication and credit-related decisions. We also draw inferences from the information you provide to create a profile about you reflecting your preferences, characteristics, and patterns. When you provide it to us, we may collect sensitive personal information such as such as an individual’s social security, driver’s license, identification card, or financial account, debit or credit card number. OHD Parts may use the information we have collected to fulfill your requests, administer programs, provide services, train our employees, and for other legitimate business purposes. We may also use the information you provide to send you marketing communications. At any time, you may update and correct your personal information, request that we delete your personally identifiable information, or deactivate your account. This can be done by either logging into your account to make the change or by contacting OHD Parts using one of the methods listed above.

OHD Parts’ Site may use location-based services. For example, our Site may allow you to search for a store that sells OHD Parts products. If you access our Site through a mobile device or desktop device and you have enabled location-based services, specific location information may be collected. Your mobile device and desktop web browser may allow you to disable location-based services, which will prevent our Site from accessing your location information. We recommend you review the “help” or user manual for instructions on how this can be done.



OHD Parts' Site feature may use session IDs and cookies. A cookie is a small piece of information sent by a web server to store on a web browser so it can later be read back from that browser. These technologies are used to help us better understand our viewers, save user's preferences for future visits, and to help us develop new tools and features for the Site. We may collect information about your interactions with us such as the type of device or browser you're using, your IP address, the length of your stay, the actions you take on the Site, and the URLs of the websites you visited before visiting our Site. We may collect and store this information for each individual, on an aggregated basis, and/or a combination thereof. You can disable this feature or erase this information at any time through your web browser. However, if cookies are disabled, some of our services may not function properly.

Information OHD Parts May Provide to Third Parties. OHD Parts does not sell or rent your personal information to outside unaffiliated parties unless we have provided you with advance notice of our intent to do so. OHD Parts may share your information with our website hosting partners and other parties who assist us in operating our Site, conducting our business, customer service, credit card processing and tokenization services, fulfilling an order for products or service, e-mail delivery, auditing, tax, and other similar services who are bound by contractual obligations to keep personal data confidential and use it only for the purposes for which we disclose it to them. For example, OHD Parts may provide your address to the shipping carrier where you have requested shipment for a purchase. Your information may also be shared with current or future OHD Parts affiliated entities and we may release your information when we believe release is appropriate to comply with the law, enforce our Site policies, or protect OHD Parts' or a third parties rights, property, or safety. However, non-personally identifiable visitor information may be shared with other parties for other uses.

Third party vendors such as Google may use first-party cookies (such as Google Analytics cookies) and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers together to compile data regarding user interactions with ad impressions, and other ad service functions as they relate to our Site. You may also encounter cookies on our websites, applications, and services that are placed by third parties. To understand how third-parties use cookies, please review their privacy and cookie policies. You can read more about how Google uses your Personal Information by visiting www.google.com/intl/en/policies/privacy/. You may be able to disable cookies through your web browser. However, if cookies are disabled, some of our services may not function properly. You can also visit www.tools.google.com/dlpage/gaoptout to learn more about the Google Analytics opt-out add-on.

Social Media. OHD Parts may use your information to interact with you on third party social networks such as Facebook, Instagram, LinkedIn, and Twitter or video-sharing sites such as YouTube; or for the purpose of giveaways or providing you information, promotions, and offers. Provided we have obtained your prior consent we may post your testimonials on our Site and social networks. If you wish to update or delete your testimonial, please contact us at Support@ohdparts.com and be sure to include your name, testimonial location, and contact information. OHD Parts reserves the right to remove any posts or comments that are inappropriate which includes, but is not limited to, inappropriate comments, factually incorrect information, or anything political.

Some of OHD Parts' websites, and services may allow you to participate in discussions or other forms of social networking. Be aware that anyone who accesses these areas may read, collect, and use the information you provide. For example, you may share information through features such as the Facebook "Like" button, the "Share" button, or interactive mini-programs that run on our website (widgets). The social features may be hosted by a third party or hosted directly on our Site. Your interactions with these features are governed by the privacy policy of the company providing the feature.

E-Commerce Store. Our online store utilizes the services of GenAlpha which allows us to sell our products and services to you. The information you provide may be stored in their database on a secure server behind a firewall. When you visit our store the collection, use, and disclosure of your information will be governed by GenAlpha's terms in addition to the terms and conditions set forth in this Policy. You can read more about how GenAlpha uses your personal information by visiting www.genalpha.com/privacy-policy.



Security. OHD Parts has implemented reasonable security measures to protect the confidentiality of personal information under our control and appropriately limits access to it. In certain areas of this Site, OHD Parts may use SSL encryption to enhance the security of data transmissions. While OHD Parts strives to protect your personal information, we cannot guarantee that our safeguards will prevent every unauthorized attempt to access, use, or disclose personal information. OHD Parts urges you to take every precaution to protect your personal data when you are on the Internet. Laws and regulations guide us in how to give you notification when certain types of sensitive information are involved in a security breach. We will provide you with notice in accordance with these laws and regulations. If you become aware of a security issue, please contact OHD Parts at the email address listed above.

Data Retention. We may retain your information for as long as your account is active; as needed to provide you products or services; as needed for the purposes outlined in this Policy or the purpose outlined in the policy that was in effect at the time the data was collected; as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements; or to the extent required or permitted by law.

Do Not Track. Various browsers, including Internet Explorer, Firefox and Safari, currently offer a “do not track” or “DNT” option that relies on a technology that sends a signal to the website a user is visiting about that user’s browser DNT preferences. Our system may not respond to DNT requests from some or all browsers.

Protecting Children’s Privacy. This Site is intended for adults and we do not knowingly collect personal information from children under 13 years of age. If you believe your child has submitted personal information to this Site, please contact us immediately.

Marketing. You agree that by setting up an account, OHD Parts may from time to time send you email advertisements. If OHD Parts sends you email advertisements, we will avoid the use of false or misleading subjects or email addresses. You may elect to stop receiving marketing or promotional e-mails and other marketing communications at any time. To do so, please let us know by using the opt-out mechanism that can be found at the bottom of each such email or by contacting one of our representatives using the contact information listed above. While you can elect not to receive promotional messages, we reserve the right to send you informational emails about your account or administrative notices regarding the Site as permitted under the CAN-SPAM Act.

Links to Other Websites. Our Site may have links to third party websites, many of which have their own privacy policies. You acknowledge that accessing any third-party websites that are linked to this Site is at your own risk. You should review the privacy policy of any such website you choose to visit.

California Consumer Privacy Act Rights (“CCPA”). This section of the Policy supplements the Policy but pertains to the CCPA, and any amendments thereto. This CCPA Section applies solely to individuals who are residents of the State of California as required under the CCPA. California consumers have the right to request that OHD Parts disclose information about our collection and use of your personal information over the preceding 12 months. Once we have verified your request, we will disclose what personal information we have collected about you. We do not sell your personal information in exchange for monetary compensation, but we may disclose your personal information by allowing certain third parties (such as online advertising services) to collect personal information via automated technologies on our websites. California consumers also have a right to request that OHD Parts correct or delete certain personal information that we retain unless we need to retain the personal information in order to do any of the following: provide goods or services to the consumer; detect or resolve issues security or functionality-related issues; comply with the law; conduct research in the public interest; safeguard the right to free speech; or carry out any actions for internal purposes that the consumer might reasonably expect. For data portability requests, we will select a format that is readily useable, and in accordance with the CCPA we will not discriminate against any consumer who chooses to exercise their rights.

California Categories of Personal Data: In the past 12 months, we have collected the following categories of personal information in the manner set forth in this Policy: Identifiers (e.g., name, address, email address, telephone, or mobile number), commercial information (e.g., credit or debit card number or other financial information), internet



and electronic network activity (e.g., browsing time, cookie information, Internet Protocol (“IP”) address, or website history), inferences (e.g., profile reflecting a person’s preferences, characteristics, trends), and sensitive personal information (social security, driver’s license, credit card number). In the past 12 months, we have disclosed personal identifiers, commercial information, and internet and electronic network activity to the following categories of recipients: affiliated companies and subsidiaries; cloud service providers, consultants, data analytics providers, internet service providers, data storage providers, and operating systems and platform providers, and financial institutions. In the past 12 months, we have disclosed inference data to affiliated companies and subsidiaries, consultants, data analytics providers, We do not use or disclose your sensitive personal information for purposes that are not necessary in order to provide our products and services as are reasonably expected by an average consumer requesting those goods and services.

California Resident Access Request. To exercise your right to know, correct, delete, access, or data portability, California residents may submit a verifiable consumer request to OHD Parts brand by either calling 833-314-0167; or emailing privacy@overheaddoor.com. Your request must: (1) indicate on the subject line, “OHDParts.com Privacy Compliance”; (2) provide sufficient information that allows us to reasonably verify you are the person about whom we collected Personal information or an authorized representative; and (3) describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it. You may also authorize an agent to submit a request on your behalf, so long as you provide the authorized agent written permission to request on your behalf, and your authorized agent additionally is able to verify their identity with us. We reserve the right to deny requests from persons or businesses claiming to be authorized agents that do not submit sufficient proof of their authorization. We will respond to a verifiable request within 45 days.

Consumer Rights as a Nevada Resident. Under Nevada law, residents have many of the same rights as discussed in the California CCPA section above. Nevada residents may also opt out of the sale of certain “covered information” collected by operators of websites or online services. We currently do not sell covered information and do not have plans to do so. In accordance with Nevada law, you may submit to us a verified request instructing us not to sell your covered information. Such requests can be submitted to Support@ohdparts.com.

Terms of Use. Please also visit our Terms of Use section for the use, disclaimers, and limitations of liability that govern your use of the Site.

Policy Updates. OHD Parts may periodically change this Policy to keep pace with new industry practices and regulatory requirements, among other reasons. Any non-material changes will take effect immediately upon posting, and we will indicate the last modified date at the top of this document. There may, however, be cases where changes to the policy may be more significant. In such cases, we will provide you with a prominent notice of such changes before they take effect or will directly send you a notification. Your continued use of our products and services after the effective date of the Policy means that you accept the revised Policy. If you do not agree to the revised Policy, please refrain from using our products or services and contact us using one of the methods listed at the top of this document to close any account you may have created.

Governing Law and Forum. The laws of the State of Texas govern this Policy. Any dispute relating to this Policy or your use of our website shall be resolved solely in the state or federal courts located in Dallas county Texas. If any provision of this Policy is held to be unenforceable, such provision will be reformed only to the extent necessary to make it enforceable.