

Privacy Policy

TLC Companies has developed this Privacy Policy out of respect for the privacy of visitors to our Website. This policy describes the personal information we collect, use, and disclose about individual consumers who visit or interact with this Website and are United States residents.

Whenever you visit our Website, we may collect some information from you automatically simply by you visiting and navigating through this site, and some voluntarily when you submit information using any interactive form on the Website. Through this Website, we may collect information that can identify you and/or your activity.

TLC Companies may collect the following categories of personal information about visitors to our Website. For each category of information, we identify examples of the category, the business purposes for which we use the information in that category, the categories of sources from which the information is collected, and the categories of third parties with whom we have shared the information in the last 12 months.

Category of Personal Information	Personal Identifiers & Contact Information
Examples	Name, mailing address, email address, phone number
Business Purpose(s) for Which Information is Used	<ul style="list-style-type: none">• Responding to inquiries through Website• Verifying and responding to consumer requests.
Categories of Sources from Which Information Received	Visitors of our Website
Categories of Third Parties to Whom Info Was Disclosed in Last 12 Months	We do not share this information with any third party, unless required to do so by law or government agency or for the purpose of defending or prosecuting legal claims.

Category of Personal Information	Internet Activity
Examples	Date and time of your visit to this Website; webpages visited; links clicked on the Website; browser ID; browser type; device ID; operating system; form information downloaded; domain name from which our site was accessed; and cookies
Business Purpose(s) for Which Information is Used	<ul style="list-style-type: none"> • Improving the Website experience for all visitors • Understanding the demographics of our Website visitors • Operating and maintaining the Website • Detecting security incidents • Debugging to identify and repair errors that impair existing intended functionality of the Website • Protecting against malicious or illegal activity and prosecuting those responsible • Verifying and responding to consumer requests.
Categories of Sources from Which Information Collected	Visitors of our Website and the device and browser used to access the Website
Categories of Third Parties to Whom Info Was Disclosed in Last 12 Months	We do not share this information with any third party, unless required to do so by law or government agency or for the purpose of defending or prosecuting legal claims.

Category of Personal Information	Geolocation Data
Examples	IP Address

<p>Business Purpose(s) for Which Information is Used</p>	<ul style="list-style-type: none"> • Improving the Website experience for all visitors • Understanding the demographics of our Website visitors • Detecting security incidents • Debugging to identify and repair errors that impair existing intended functionality of the Website • Protecting against malicious or illegal activity and prosecuting those responsible • Verifying and responding to consumer requests.
<p>Categories of Sources from Which Information Received</p>	<p>Visitors of our Website and the device and browser used to access the Website</p>
<p>Categories of Third Parties to Whom Info Was Disclosed in Last 12 Months</p>	<p>We do not share this information with any third party, unless required to do so by law or government agency or for the purpose of defending or prosecuting legal claims.</p>

Do we sell any of your personal information?

TLC Companies does NOT and will not sell your personal information in exchange for money. However, we may share information with third party websites and social media platforms about visitors to this Website for purposes of targeting advertisements of our products and services to you when you visit other websites. Other than this sole exception, we do not and will not disclose your personal information to any third party in exchange for monetary or other valuable consideration.

Your Rights as a California Consumer

If you are a California resident, you have the following rights:

1. Right to Know. The right to request, up to 2 times in a 12-month period, that we identify to you (1) the categories of personal information we have collected, disclosed or sold about you in the last 12 months, (2) the categories of sources

from which the personal information was collected, (3) the business purpose for which we use this information, and (4) the categories of third parties with whom we share or have shared your personal information in the last 12 months.

2. Right to Access. The right to request, up to 2 times in a 12-month period, that we provide you access to or disclose to you, free of charge, the specific pieces of personal information we have collected about you in the last 12 months.
3. Right to Delete. The right to request, up to 2 times in a 12-month period, that we delete personal information that we collected from you, subject to certain exceptions.
4. Right to Opt-Out. The right to opt out of the sale of your personal information to third parties.
5. Right to Correct. You have the right to correct any piece of personal information that we have collected on you, that is incorrect.
6. Right to Opt In. You have the right to opt into the sale of your personal information should we begin to do so.
7. The right to designate an authorized agent to submit one of the above requests on your behalf.
8. The right to not be discriminated against in receiving different or less favorable pricing, service or financial incentive for exercising any of the above rights.

How to submit a request

You can submit any of the above requests by any of the 2 options below:

1. Submit an online request on our website on our “Contact Us” page and completely fill our Contact Form.

2. Call 800-948-4453 where we will take down your information in order to start the data removal process.

How we will verify that it is really you submitting the request

When you submit a Right to Know, Right to Access, or Right to Delete consumer request through one of the methods provided above, we will ask you to provide some information in order to verify your identity and respond to your request. Specifically, we will ask you to verify information that can be used to link your identity to particular records in our possession, which depends on the nature of your relationship and interaction with us. For example, if your sole interaction with us was as a website visitor, then in order to verify your identity, we will need to ask you to provide your name, email, phone number, IP address, device ID, browser ID, and/or cookie ID.

How to authorize an agent to act on your behalf

You can authorize someone else as an Authorized Agent who can submit a consumer request on your behalf. To do so, you must either (a) execute a valid, verifiable, and notarized Power of Attorney or (b) provide other written authorization that we can then verify. When we receive a consumer request submitted on your behalf by an Authorized Agent, that person will be asked to provide written proof that they have your permission to act on your behalf, and we will also contact you and ask you for information to verify your own identity directly with us and not through your Authorized Agent.

Responding to your Right to Know, Right to Access, and Right to Delete requests

We endeavor to execute to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to 45 days or 90 days total from the date we receive your request), we will inform you of the reason and extension period in writing. We will deliver our written response by mail or electronically, at your option. Any disclosures we provide will only cover the 12-month period preceding our receipt of your verifiable consumer request. The response we provide will also explain the reasons we cannot comply with a request, if applicable. We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Children under the age of 16

Our Website is not intended for children under 16 years of age. No one under age 16 may provide any personal information on the Website. We do not knowingly collect personal information from children under 16. If you are under 16, do not use or provide any information on this Website. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at the email address below.

How we protect the information that we collect

The protection of the information that we collect about visitors to this Website is of the utmost importance to us and we take every reasonable measure to ensure that protection, including:

- We keep automatically collected data and voluntarily collected data separate at all times.
- We use internal encryption on all data stores that house voluntarily captured data.
- We use commercially reasonable tools and techniques to protect against unauthorized access to our systems.
- We restrict access to private information to those who need such access in the course of their duties for us.

Consent to Terms and Conditions

By using this Website, you consent to all Terms and Conditions expressed in this Privacy Policy.

Changes

From time to time, we may modify and/or update this Privacy Policy and so we encourage you to check back on a regular basis to determine if any changes have been made.

STATEMENT ON COOKIES AND TRACKING TECHNOLOGIES

This section is designed to help you learn more about our use of cookie and tracking technologies. This policy applies to any service that is linked to this Statement or incorporates it by reference. When you visit or interact with our sites, services, applications, tools or messages, we or our authorized service providers and third parties may use cookies, web beacons, and other similar technologies. These technologies allow our sites, services, applications, and tools to store relevant information in your browser or device. Our authorized service providers and third parties may place cookies on your device via our services.

What are cookies, web beacons, and similar technologies?

Cookies – Are small text files (typically made up of letters and numbers) placed in the memory of your browser or device when you visit a website or view a message.

Cookies allow a website to recognize a particular device or browser. There are several types of cookies:

- Session cookies expire at the end of your browser session and allow us to link your actions during that browser session. They remain on your device only for the duration of the browser session.
- Persistent cookies are stored on your device in between browser sessions, allowing us to remember your preferences or actions across multiple sites. They remain on your device for a longer period.
- First-party cookies are set by the site you are visiting.
- Third-party cookies are set by third-party sites separate from the site you are visit.

Web beacons – Small graphic images (also known as “pixel tags” or “clear GIFs”) that may be included on our sites, services, applications, messaging, and tools, that typically work in conjunction with cookies to identify our users and user behavior.

Similar technologies – Technologies that store information in your browser or device utilizing local shared objects or local storage and other web application software methods. These technologies can operate across all of your browsers, and in some instances may not be fully managed by your browser and may require management directly through your installed applications or device. We do not use these technologies for storing information to target advertising to you on or off our sites.

We may use the terms “cookies” or “similar technologies” interchangeably in our policies to refer to all technologies that we may use to store data in your browser or device or that collect information or help us identify you in the manner described above.

What information do cookies collect when you access our services?

- **Technical Usage Data.** Information about response time for web pages, download errors and date and time when you access the service, such as your IP address, statistics regarding how pages are loaded or viewed, the websites you visited before coming to the Sites and other usage and browsing information collected through Cookie.
- **Information from your device.** Information about your language settings, IP address, browser ID, device ID, cookie preferences, time zone, operating system, platform, screen resolution and similar information about your device settings, and data collected from cookies.
- **Location Information.** Information from IP-based geolocation such as latitude and longitude data, and Global Positioning System (GPS) information when you give us permission through your device settings.

Why do we use cookies?

Our uses of cookies fall into the following general categories:

1. **Essential.** Some cookies are necessary for the operation of our sites, services, applications, and tools. This includes technologies that allow you access to our sites, services, applications, and tools; that are required to identify irregular site behavior, prevent fraudulent activity, and improve security; or that allow you to make use of our functions such as shopping-carts, saved search, or

similar functions.

2. **Performance.** We may use cookies to assess the performance of our websites, applications, services, and tools, including as part of our analytic practices to help us understand how our visitors use our websites, determine if you have interacted with our messaging, determine whether you have viewed an item or link, or to improve our website content, applications, services, or tools.
3. **Functionality.** We may use cookies that allow us to offer you enhanced functionality when accessing or using our sites, services, applications, or tools. This may include identifying when you sign into our sites or keeping track of your specified preferences, interests, or past items viewed so that we may enhance the presentation of content on our sites.
4. **Marketing.** We may use first-party or third-party cookies to deliver content on our sites or on third party sites. This includes using technologies to understand how you interact with our services, the usefulness to you of the content that have been delivered to you, such as whether you have clicked on a feature, measuring whether clicks resulted in successful outcomes, to help optimize our strategy to reach similar prospects.

Depending on where you are located, we may require your consent for personal information that we collect, store, and share through use of these technologies, obtained through a conspicuous disclosure on our website during your first visit. You can withdraw this consent through your browser settings as explained below.

Use of these technologies by authorized service providers

We may work with third-party companies, commonly known as service providers, who are authorized to place third-party cookies, web beacons, or similar technologies for storing information on our sites or in our services, applications, and tools. These service providers help us to provide you with a better, faster, and safer experience.

These service providers may use these technologies to help us deliver our own content and advertising, and compile site metrics and analytics. We do not permit any of these service providers to collect any of your personal information on our sites or in our services, applications, or tools for their own purposes. These service providers are

subject to confidentiality agreements with us and other legal restrictions on their use or collection of any personal information.

With the exception of the use of such technologies by our service providers or other authorized third parties, we do not permit any third-party content on sites. If you believe a listing or other third-party content might be collecting personal information or using tracking technologies on one of our sites, please report it using the contact us form on our website.

Ad networks and exchanges operated by authorized third parties for interest-based advertising

We may use third parties, such as advertising networks and exchanges, to allow us to give you a better experience. These third-party ad networks and exchange providers may use third party cookies, web beacons, or similar technologies to collect information about your visit to our site and elsewhere on the Internet. They may also collect your device identifier, IP address, or identifier for advertising. The information that these third parties collect may be used to provide you with more relevant advertising on the web. Third party cookies are covered by the third-party privacy policies.

For more information on third-party advertising-related cookies, interest-based advertising, and how to opt-out of that practice by companies participating in industry self-regulation, please visit the relevant website below based on your country of origin:

- [Your Online Choices](#)
- [About Ads](#)
- [AboutCookies.org](#)

“Do Not Track”

California law requires us to let you know how we respond to web browser Do Not Track (DNT) signals. Because there currently isn't an industry or legal standard for recognizing or honoring DNT signals, we don't respond to them currently. We await the result of work by the privacy community and industry to determine when such a response is appropriate and what form it should take.

Contacting us

If you have any questions about this policy, please contact us via [email](#).

Effective Date: Jan 1, 2023