This Privacy Policy describes how Stone and Steel ("**S&S**") treats information that S&S collects and receives from you through www.stoneandsteel.com (the "**Site**") and through other aspects of Stone and Steel's business, including offline. This Privacy Policy together with the Terms of Use govern your use of the Site.

1. Acceptance of Privacy Policy

Each time you access, use, or browse the Site or provide personal information to S&S offline, you signify your acceptance of the then-current Privacy Policy. If you do not accept this Privacy Policy, you are not authorized to provide information to S&S or use the Site and must discontinue use of the Site immediately. If you provide your personal information to S&S offline, the then-current Privacy Policy applies to S&S's collection and use of your information.

Chat, messaging, and live support features are also subject to a separate consent that we obtain from you before your conversation begins, as described in the Chat, Messaging, and Live Support Features section below.

Should the Privacy Policy be materially revised, S&S will post the changes on the Site and the new Privacy Policy will be effective immediately upon posting and will apply only to information collected thereafter. You can determine when the Privacy Policy was last revised by referring to the "Effective Date" legend at the top of this page.

Material changes and new purposes: We will not apply a revised Privacy Policy retroactively to information we collected under an earlier version. If we decide to use information we have already collected for a materially different purpose, including to develop, train, fine-tune, or otherwise improve artificial intelligence or machine learning models, we will tell you directly before we do so and will obtain your consent where applicable law requires it. A posted update to this Privacy Policy is not by itself sufficient notice of a change of that kind.

If you are a California resident, please refer paragraph 10 for California Privacy Rights.

2. Types of Information Collected

We may collect personal information from you including, without limitation, non-public information about you that helps S&S identify you, such as first and last name, birth date, email address, home and business addresses, telephone number, password, credit or debit card number or other payment method, billing and shipping information, purchasing history, profession, preferences, and other. We may also collect other non-personal information about your use of the Site such as your IP address, usage statistics, browsing history, type of computer operating system you use (e.g., Microsoft Windows or Mac OS), the type of browser you use (e.g., Firefox, Chrome, Internet Explorer), and the domain name of your internet service provider.

3. How We Collect Information

We may collect personal information from you when you:

- Sign up to receive announcements or newsletters;
- Communicate with S&S via email or offline
- Order products, literature, or services during your visit to the Site or offline; and

- Participate in any of S&S's promotions, sweepstakes, surveys, questionnaires, or other events ("**Activities**") during your visit to the Site or offline.

Personal information collected by S&S may be stored and processed in the United States in accordance with the laws of the United States. By using the Site and submitting your personal information to S&S offline, you expressly consent to the storage and processing of your personal information in the United States or elsewhere in accordance with the laws of the United States.

S&S automatically receives and records non-personal information on our server logs from your browser as well as through other analysis of the Site. We may also collect information using cookies, web beacons or similar technologies, or through third parties using similar technologies. A cookie is a piece of data stored on your computer. When you visit the Site, your web browser may store cookies on your computer, which will better enable you to navigate the Site upon return. You may use the Site even if you choose to reject or delete the cookies. Cookies also may be used by some of the other websites for which a link is placed on the Site.

4. How We Use Your Information

We may use the information we collect:

- To monitor and analyze information regarding your browsing and viewing preferences and to diagnose Site problems.
- To analyze our users' demographics, interests, and purchasing practices. Fulfill orders, ship and confirm orders.
- To administer Activities.
- To process and respond to your inquiries.
- For Site administration and improvement.
- To alert you to new features, terms, Activities, special events, stores, products or services.
- To send announcements and newsletters, and to provide you with personalized content in the newsletters.
- For the purposes for which you provided the information.
- To operate the automated and AI-assisted features, including our chat, support, and configurator tools, and to generate the analytics, predictions, and inferences described in this Privacy Policy;
- To test, monitor, evaluate, and improve the accuracy, safety, and security of those automated features, using de-identified or aggregated information wherever practicable;
- For fraud prevention, internal operations, legal compliance, and other public purposes.
- To enforce the Terms of Use

5. Communications with You

You authorize S&S to transmit email to you to respond to your communications, fulfill orders, and administer Activities. Unsubscribe instructions are included in each promotional email from S&S. Please note that such

requests may take up to ten (10) days to become effective. You may not opt out of receiving communications regarding your dealings with the Site or technical information about the Site.

6. Information Sharing with Third Parties

S&S may disclose the information it collects to others (i) to provide products or services to you; (ii) for purposes of outsourcing one or more of the functions described in this Privacy Policy to service providers who work on behalf of or with S&S under confidentiality or similar agreements including service providers, shippers, vendors, payment processors, advertisers, consultants and affiliates; (iii) to confirm or update information provided by you; (iv) to inform you of important information and for third parties' marketing purposes; (v) in the event of any reorganization, merger, sale, joint venture, assignment, transfer or disposition of all or any portion of S&S's business or operations (including without limitation in connection with bankruptcy or any similar proceedings); or (vi) as otherwise authorized by you.

We also may share your information in response to a subpoena, legal order or official request, when we believe you have acted in violation of the Terms, to investigate, prevent or take action regarding suspected illegal activities, fraud or potential threats, or exercise legal rights or defend against claims, when we believe that doing so may protect your safety or the safety of S&S or others, or as otherwise permitted or required by law.

We also may use and share non-personally identifiable information with third parties. Additionally, we may take personally identifiable information and de-identify it and share it in a de-identified or aggregated form with third parties, advertisers and/or business partners in order to analyze Site usage, demographics, or interests, improve our products or services, improve our user experience, or for similar purposes. We will not re-identify such data and we will ask our contracting parties to agree to keep the data in its de-identified form.

The same restrictions apply to the third-party providers of artificial intelligence and machine learning services that support automated features on our Sites. When you use one of those features, the information you submit may be transmitted to the provider so that it can generate a response or other output for us. Under our agreements those providers act only as our service providers or processors, may use the information only to deliver the service to S&S, and are not permitted to use it to develop, train, or improve their own models, or to sell, share, or retain it for their own purposes. Section 13 describes these features in more detail.

7. Children

The Site is not directed toward children under 13 years of age nor does S&S knowingly collect information from children under 13 on the Site or offline. If you are under 13, you are not permitted to submit any personally identifiable information to S&S. If you are under 18 years of age, you may browse the Site but you may not register for any offerings on the Site or offline unless specifically stated otherwise.

8. Protection of Personal Information

S&S uses reasonable administrative, physical and electronic security measures to protect against the loss, misuse and alteration of personal information. No transmission of data over the internet is guaranteed to be completely secure. It may be possible for third parties not under the control of S&S to intercept or access transmissions or private communications unlawfully. While we strive to protect personal information, neither S&S nor our service

providers can ensure or warrant the security of any information you transmit to us over the internet. Any such transmission is at your own risk.

9. Updating Your Information

You are responsible for keeping your information current. You may update your information by contacting us at marketing@stoneandsteel.com. We will use reasonable efforts to process any change you make; provided, however, that requests to delete information are subject to S&S's internal reporting, processing and retention policies and all applicable legal obligations.

10. Notice of Privacy Rights of California Residents

If you are a California resident and have provided personal information to Sloan, you are entitled by law to request certain information regarding any disclosure that may have been made by S&S to third parties of personal information for their direct marketing purposes. To make such a request, send an email to marketing@stoneandsteel.com, specifying that you seek your "California Customer Choice Privacy Notice." Please allow thirty (30) days for a response. S&S is required to respond to only one request per customer each year, and is not required to respond to requests made by means other than through the above email address.

Opt Out of Profiling and Automated Decision-Making: Where your state or other law provides this right, you may opt out of profiling carried out in furtherance of decisions that produce legal or similarly significant effects concerning you. Section 13 explains where we use automated processing, the information it uses, the role of human involvement, and how to ask us to explain or review an outcome.

We will not share your personal information with third parties for their direct marketing purposes if you request that we do not do so. You may make such a request by sending us an email at marketing@stoneandsteel.com, or mailing your request to:

Privacy Policy - Marketing
S&S Headquarters
10500 Seymour Avenue
Franklin Park, IL 60131

Call: 888-756-2612

When contacting us, please indicate your name, address, email address, and what personal information you do not want us to share with third parties for their direct marketing purposes. Please note that there is no charge for controlling the sharing of your personal information or for processing this request.

11. Links

You may have the opportunity to follow links on the Site to other sites that may be of interest to you. S&S endeavors to only link to reputable organizations. Because other sites may not be hosted or controlled by S&S, we are not responsible for the privacy practices of those sites or the content provided thereon. Therefore, the privacy policies with respect to other sites may differ from those applicable to the Site. We encourage you to review the privacy policies of each other site. This Privacy Policy only applies to information collected and maintained by S&S.

12. Chat, Messaging, and Live Support Features

S&S offers chat, messaging, and live support features, including any automated or AI-assisted chat and the Sink Configurator chat on our Sites, so that you can reach us and get product help quickly. This section explains how those features work and how we handle what you share in them. It supplements the rest of this Privacy Policy.

Some of these features may be operated by an automated assistant rather than by a member of our team. Where that is the case we will tell you, that disclosure remains available to you and you may ask to be transferred to a S&S representative.

Some these features rely on artificial intelligence services provided by third parties. When you use one of them, the content of your conversation may be shared with the provider so that it can generate a response for us, subject to the contractual restrictions described in Section 6. We obtain your consent before your content is transmitted to a third-party provider.

Recording and monitoring: When you use a chat, messaging, or live support feature, S&S and the service providers that operate these features for us record, monitor, store, and transcribe the conversation. This includes the messages you send and receive, the date and time of the conversation, the page or screen you were viewing, and the information you enter before or during the conversation, such as your name, your contact details, and the reason for your inquiry.

Consent: Before you make use of these features, you must agree to the recording and monitoring. By starting or continuing a chat after that notice, you, and any other person who takes part in the conversation, consent to the interception, recording, monitoring, storage, and transcription described here. If you do not agree, please do not use the chat feature.

How we use chat information: We use information from chats to respond to your questions, to provide and improve our products and services, to keep records of our communications with you, to train and evaluate our support personnel and to test and improve the automated features described in Section 13, to maintain quality and security, and to meet our legal obligations. We handle this information in the same way as the other personal information described in this Privacy Policy.

Please do not share sensitive information: Please do not enter payment card numbers, financial account numbers, or other personal or sensitive information into the chat.

13. Artificial Intelligence and Automated Processing

This section describes how S&S uses artificial intelligence, machine learning, and other automated processing, and the choices available to you. It supplements the rest of this Privacy Policy and does not replace it. Where a S&S product or service is governed by its own terms, including the subscription services for products and any S&S Application Programming Interface, those terms also apply.

Where we use automated processing: We use automated processing in a limited number of places: in the chat, messaging, support, and configurator features described in Section 12; in the connected products, to generate usage analytics and to predict maintenance needs; in fraud prevention, security monitoring, and abuse detection; in analytics relating to use of the Sites; and to personalize content, product recommendations, and advertising. Section 2 describes the categories of information used for these purposes.

We do not use your personal information to train general-purpose AI models: We do not use the personal information we collect through the Sites, Sloan Marketplace, the subscription services for S&S products, or any S&S Application Programming Interface to develop, train, or fine-tune general-purpose artificial intelligence models, and we do not permit our service providers to use it for that purpose. We do use de-identified and aggregated information, which no longer identifies you, to test and improve our products, services, and automated features. If we decide to change this practice, we will treat that as a material change and follow the process described in Section 1.

Inferences and derived information: Our automated systems generate information about you that you did not provide to us directly, such as predicted product preferences, audience segments, predicted maintenance needs for connected products, and fraud and security risk indicators. We treat that information as personal information, which means it carries the same protections, and the same access, correction, and deletion rights, as the information you give us directly.

Decisions about you: We do not use automated processing alone to make decisions about you that produce legal effects or that otherwise significantly affect you, such as decisions about employment or access to services. Where automated processing informs a decision of that kind, a member of our team reviews the outcome before it takes effect. If you believe an automated process has affected you, you may ask us to explain the decision, to correct the information it used, or to have the decision reviewed by a person, by contacting us as detailed in Section Questions above.

Accuracy and limitations: Automated features can produce results that are incomplete or incorrect. Information provided through an automated feature is for general convenience only and is not a substitute for the specifications, installation instructions, warranty terms, or other documentation that accompany our products, or for advice from qualified professional. Please notify us if information you receive through one of these features appears to be wrong.

Your choices and contacting us: You may decline to use our automated features, ask to be transferred to a member of our team in any chat or support interaction, and exercise the rights that may be available to you under applicable law by contacting us.

QUESTIONS? If you have any questions or concerns regarding this Privacy Policy, please contact us at marketing@stoneandsteel.com. Please note that email communications may not be secure. Accordingly, you should not include personal or other sensitive information in your email correspondence to the Site or S&S.

**The effective date appearing in the header of this page is the effective date of these Terms or Policies. In the event prior version is required to be visited, please use the version control feature mentioned at the top of the page.*