

# Edmund A. Gray Company

## Information Privacy Policy



For over 100 years, Edmund A. Gray Company, Inc., (EAGray) has conducted business honestly and ethically. Our potential and existing customers' and suppliers' best interests drive many of our decisions and practices. The protection of your personal information and respect of your privacy is an aspect of our business we have always taken very seriously.

In the spirit of transparency and understanding, we have answered the most frequently asked questions below.

### What kinds of information is EAGray collecting?

EAGray collects a variety of information to better meet our customers' and suppliers' needs. The following information provided by you is routinely collected electronically through email, fax, snail-mail, over-the-phone, through our website (ie. via our *Contact Us* page), from industry publications, and/or through in-person contact (ie. via *Business Cards*, etc.):

- Your Name
- Email
- Phone Number
- Company Name
- Country/Region
- Address
- Market Segment/Industry
- Transactional Information

### How is EAGray using my information?

EAGray is a primarily a domestic (USA) company but has global contact with customers and vendors located in the United States, Europe, and Asia. Certain information is critical to delivering outstanding service to you.

- Name: Might be used to identify you as a point-of-contact.
- Email: Might be used to contact you electronically.
- Phone Number: Might be used to contact you by phone.
- Company and Address: Might be used to ensure product delivery location.
- Country/Region: Might be used to assign your account to a sales or rep or purchasing agent, familiar with requirements unique to your specific geographic location.
- Market Segment/Industry: Might be used to assign your account to inside or outside sales reps/agents or purchasing agents that are familiar with requirements unique to our specific industry.
- Transactional Information: Might be used to analyze services or products purchased or sold.

### Who is collecting my information?

EAGray is the primary controller of existing customer, potential customer, and supplier data. We collect this information electronically through email, our website, etc. and by in-person contact at tradeshows, conferences, in-person meetings, etc.

EAGray also utilizes a third party processor, Google (GSuite products) to process our email and provide office workflow and document management tools. EAGray has verified with Google, their compliance with all (including EU GDPR) currently required data privacy requirements.

### Does your website use Cookies?

No. Our website does not use cookies or any other tracking technologies that we are aware of.

### Is my information secure?

While no organization may realistically be able to guarantee 100% security and protection, we firmly believe that we utilize the appropriate technical, organizational, and administrative security measures to protect the personal information you provide us. Among other practices, we employ various security measures at our buildings, utilize passwords to protect our computer systems, network and databases, and apply virus/intrusion detection software to all systems, as well as conducting internal compliance audits.

### Who has access to my information?

The information you provide to EAGray is confidential. Only EAGray employees who need it to provide you with the best possible service will have access to your data. We require all employees who have access to any customer or supplier data to handle it strictly confidential.

### Will you share my information with third parties?

We do not sell your personal information to anyone. Only as absolutely necessary will we share your information outside of EAGray, and only if such sharing is necessary to provide our products and services to you, or as mandated by a court of law.

### Can I request that my information be removed or erased?

If you are covered under the General Data Protection Regulation (GDPR) approved by the EU, you have the right to request your consent be withdrawn, and to have your personal information be erased. Deletion is subject to qualifying criteria (such as the data no longer being necessary for a controller or accountant to possess). If you would like to withdraw consent or request that your personal information be removed or erased please email us with your request to be removed at [privacy@eagray.com](mailto:privacy@eagray.com).

### Will this Privacy Policy ever change?

EAGray is committed to continuous improvement. Just as our Website, our Products and our Services continue to evolve over time, so too will our Privacy Policy. You can always see when this Privacy Policy was last updated by checking the effective date at the bottom of the page.

### What if I have questions about this Privacy Policy?

For further questions regarding our Privacy Policy, or to express any concerns, please send written correspondence to:

Edmund A. Gray Company, Inc.

2277 East Fifteenth Street

Los Angeles, CA 90021-2841

Attn: Data Privacy Controller

*Thank you for your continued support of Edmund A. Gray Company.*

*Current Policy Effective Date: May 23, 2018*