

Sutton International Privacy Policy

This Privacy Policy provides information about how we process personal information that we may collect from you and may be used or disclosed by us. By visiting our website, using any of our services, contacting us by phone, internet, or in person, you agree to your personal information being used and disclosed in the manner set out in this policy.

Anti-SPAM commitment

Sutton International (SI) does not engage in the practice of SPAM. We will not send unsolicited emails, newsletters, surveys, or other correspondence unless it is related to a business transaction, product inquiry, or some other customer-initiated form of contact.

Personal information that we may collect

SI may collect personal information relating to business such as: business email addresses, phone and fax numbers, shipping and mailing addresses, and names and titles of key personnel through contact with SI by phone, fax, email, online forms, or in person.

Analytics and cookies

SI uses analytics tools on our websites to provide products and services you request, improve our products and services, and to monitor traffic on our website. These tools may be provided by third party service providers, such as Google Analytics, and may include the collection and tracking of certain data and information regarding the characteristics and activities of visitations to our websites. We may disclose data, including personal information, to certain such third-party services providers in order to obtain such services.

Our website uses cookies (which includes third party cookies to support analytics functionality) and other similar technologies. We obtain your consent to the use of cookies when you first visit our websites using a browser.

Surveys

From time to time, we may ask you to complete a user satisfaction survey. In completing the survey, you may provide us with personal information, including your name, company name, email address, and views and opinions of our products and or services.

How we may use personal information

We may use the personal information we collect from you for a number of purposes:

- Contacting you regarding a project, quotation, or purchase order
- Inquiring about payment of past due invoices
- Contacting you regarding product enhancement or new products available
- Asking you to complete a customer satisfaction survey to better serve our customers
- Provide personal information to third parties for shipment of ordered goods and samples
- Personalizing our products and services to fit personal preferences which we have inferred from the information provided by you to tailor our tradeshow exhibits, printed literature, or website, to maximize relevance for our customer base

Disclosure of personal information we collect

SI does not engage in the practice of selling or volunteering personal information to non-service providers of SI. We may however disclose your personal information to third parties which are service providers of SI for the purpose of shipping, billing, collections, website enhancement/management, or new product development. We may also be required to disclose personal information in accordance with law enforcement officials, court orders, or as applicable by law.

Keeping your records and information safe

We keep records for as long as required to provide relevant products and services, and in accordance with legal, tax, and accounting requirements. When your information is no longer required, we will dispose of it in a secure manner. You may also, in writing, request to us that your information be destroyed if it is not required to be held by SI to satisfy legal, tax, or accounting requirements.

We utilize reasonable measures to protect personal information against loss, manipulation, falsification, unauthorized access, or unauthorized disclosure. Due to the design of the Internet, networking, and computing technologies, we cannot guarantee that communications between you and SI will be free from unauthorized access by third parties.

Access

You are entitled to access of personal information that SI collects and are able to correct, amend, or delete that information where it is inaccurate, or has been processed in violation of the Principles, except where the burden or expense of providing access would be disproportionate to the risks to your privacy as an individual in the case in question, or where the rights of persons other than yourself would be violated.

Recourse, Enforcement, and Liability

Under certain conditions, for complaints not fully resolved by other means, you may be able to invoke binding arbitration as detailed in the Principles available [here](#).

Your consent

By providing personal information to us, you consent to the collection and use of the personal information in accordance with the purposes described in this privacy policy. Since our products and services are available in a variety of global locations, you are also consenting to transferring your personal information to countries or jurisdictions that may not provide the same level of data protection as the legal jurisdiction in which you or SI are located.

Contact us

To make a request to access, update, or delete your personal information (including to opt-out of future correspondence), or for additional information about this privacy policy, please contact us at:

Sutton International Products, LLC.
Attn: Privacy Policy Coordinator
PO Box 212
Houston, Pennsylvania 15342
USA
Phone: 1-844-351-5100
Fax: 1-844-351-5101
Email: info@suttonintl.com

Privacy policy changes

SI reserves the right to amend this privacy policy at any time. If we update or change this privacy policy, the changes will be made on this page, made available on our website and upon request. Your continued correspondence with us will demonstrate your acceptance of those changes.

Rev: 12/2018