



THE ULTIMATE RIDE.™

## Privacy Policy

TiLite recognizes that you value your privacy, and TiLite is committed to protecting and respecting your privacy. We have adopted this Privacy Policy in order to demonstrate our commitment to protecting the privacy of those who use our [www.tilite.com](http://www.tilite.com) website and our e-commerce websites.

### Collection and Use of Generic Visitor Information

TiLite gathers generic information with respect to visitors' use of our websites. Generic information is information such as the number of visitors, the frequency of visits, and the pages visited. We use this type of data only on an aggregate basis in summary form—not on an individualized basis. This type of data enables us to determine which parts of our websites are the most popular and this in turn may assist us in making further enhancements to the websites to make them more appealing for our customers. When we use the data in this fashion, the data does not contain any personally identifiable information about the persons using our websites.

### Personally Identifiable Information

In some cases, such as registering your wheelchair with us, we request personal information from you, such as your name, email address, telephone number, etc. Your response to these inquiries is voluntary. We use this information to provide you with a better customer relationship and to improve your experience with our websites. For example, we may use this information to notify you about new products and services that might interest you or to advise you about important developments at TiLite.

TiLite has two e-commerce websites. Our "Shop TiLite" site offers various TiLite accessories such as apparel and backpacks. If you want to use "Shop TiLite" to order such accessories, you will be required to create an account. In order to create an account, we require that you provide us with certain personally identifiable information, such as your name, address, phone number and email address. This information is required so that we can ship your purchases to you and process your purchase transactions. "Shop TiLite" utilizes PayPal for purposes of paying for your purchases. We use a secure server. The information that you provide to us is sent via a secure socket layer (SSL) transmission. Furthermore, all of this data is protected against unauthorized access and is stored with 128-bit encryption.

Our e-Store website enables our Authorized Suppliers to purchase TiLite parts. Our e-Store requires that you log in as an Authorized Supplier of TiLite products. If you want to use the e-Store to quote and purchase TiLite parts, you will need to login with a user name and password. When you sign up for a user name and password, you will be asked for information, such as the name of your company, your phone number and your

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email address, that will enable us to verify your identity. This information is used to ensure that you are an authorized user of an Authorized Supplier's account. We will bill you for purchases at our e-Store in the same manner as all other purchases you make from us.

### **Use of Personally Identifiable Information**

TiLite does not sell, rent or lease its customer list. We use personal information solely for the purpose of filling orders, verifying security levels, enhancing the operation of our websites, sending promotional information, and administering our systems. If you have indicated an interest in receiving promotional information, we also may contact you on behalf of our business partners regarding offerings that may be of interest to you. We may also share your information with not-for-profit groups whose goals we believe are supportive of wheelchair users generally. If you receive such information, you will always have the option to unsubscribe to such email lists.

From time to time TiLite may have promotional events or contests that require you to submit an entry. In this case, we may ask for your name, address and email address so that we can administer the event or contest and notify winners.

### **Cookies and IP Addresses**

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. Cookies enable us to help identify you and to customize your browsing experience at our websites. Most Web browsers automatically accept cookies, but you can usually change your browser to prevent the automatic acceptance of cookies or to notify you before accepting cookies. If you block cookies, certain features of our website may be unavailable to you.

An IP address is a unique number assigned to your computer when you are using your browser on the Internet. TiLite collects and tracks site traffic by IP address. We use this information for purposes of tracking the numbers to our websites. We do not link your IP address to any personally identifiable information.

### **Security**

On both of our e-commerce websites, your account information is password protected. This is for your security and privacy. To ensure the highest level of security and to prevent unauthorized use, we ask that you do not share or provide others with your user name and password. TiLite uses data networks protect by industry standard firewalls and password protection.

### **Updating/Changing Your Accounts**

You may update or change information related to your "Shop TiLite" website by accessing the My Account section of the website at the top of any page and by



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providing your e-mail account and password. For other questions related to updating or changing your account information, please send an e-mail to [customerservice@tilite.com](mailto:customerservice@tilite.com).

Likewise, you may update or change information related to your TiLite e-Store account by accessing the My Account section of the website at the top of any page and by providing your email account and password. For other questions related to updating or changing you account information for the e-Store, please email us at [estore@tilite.com](mailto:estore@tilite.com).

We encourage you to update your account information if it changes. You may ask to have the information on your account deleted or removed; however, because we keep track of past purchases, you cannot delete information associated with past purchases. For security purposes, we "back up" the data stored on our systems. As a result, even if you request that your data be removed or deleted, it may not be possible to remove your personally identifiable information from all backed-up databases.

#### **Links to Other Websites**

Our website contains links to other web sites. Such other websites have their own privacy policies and data collection, use and disclosure practices. TiLite is not responsible for the policies or practices of third parties. This Privacy Policy does not cover the information practices of such other websites.

#### **Consent**

By using our Web site, you consent to the collection and use of information by TiLite as set forth in this Privacy Policy.

#### **Updates**

TiLite updates this Privacy Policy periodically, and we post such updates on [www.tilite.com](http://www.tilite.com). Please check here periodically for updates to this Privacy Policy.

#### **Questions**

If you have questions or concerns regarding this Privacy Policy, please contact us via email at [webmaster@tilite.com](mailto:webmaster@tilite.com).