Privacy Policy

Last updated: October 27, 2026

Custom Abrasives, LLC (the "***Company*****",** "***we***", "***our***", or **"*us***") respects your privacy and are committed to protecting it through our compliance with this Privacy Policy (the "***Policy***"). This Policy describes how we collect, process, retain, and disclose personal data about you when providing services to you through our websites, applications, products, and services that link to this Policy (our "***Services***") and our practices for using, maintaining, protecting, and disclosing that information.

This Policy applies only to information we collect:

- Through the Services.
- In communications, including email, text, chat, and other electronic messages, between you and the Services.

It does not apply to information collected by:

- Us through any other means, including on any other website operated by Company or any third party that does not link to this Policy; or
- Any third party, including through any application or content (including advertising) that may link to or be accessible from or through the Services.

We may provide additional or different privacy policies that are specific to certain features, services, or activities.

Please read this Policy carefully to understand our policies and practices regarding your information and how we treat it. This Policy describes our practices; it does not make your continued use of the Services acceptance of material changes. If we make a material change that applies retroactively or materially expands how we use or disclose personal data, we will provide notice and obtain affirmative consent where required by law. See *Changes to Our Privacy Policy*.

Children's and Minors' Data.

Our Services are not directed to children under 13 years of age, and we do not knowingly collect personal data from children under 13 years old. If we learn that we have collected personal data from a child under 13 years old, we will delete it promptly. Our Services are not intended for individuals under 18 years of age.

The Personal Data That We Collect or Process.

"*Personal data*" is information that identifies, relates to, or describes, directly or indirectly, you as an individual, such as your name, email address, telephone number, home address, or payment

information (for example, account information such as name, postal address, and email address, or any other identifier we may use to contact you online or offline).

The types and categories of personal data we collect or process include:

- Account, contact, and business information, including your name, email address, phone number, home or work address, company name, job title, business address, and other contact information you provide.
- Payment information, including payment card information and information about payment methods and services used in connection with the Services. The Services are ordinary product sales and are not offered as financial services under the *Gramm-Leach-Bliley Act*. Payment card information is processed by payment processors that are expected to maintain appropriate PCI DSS controls.
- Account history, including information about your subscription, account, transactions, purchases, order history, or discounts.
- Location information, including general geographic location such as country, state or province, or city.
- Device information, including your IP address, device identifiers, and other device information.
- Content and information you elect to provide as part of your profile or in any reviews you make through the Services or emails, chats, or other communications sent to us.
- Tax identification number, EIN, or credit references, only when provided in connection with a trade credit or credit application.
- Shipping and delivery information, including shipping addresses, delivery instructions, and related contact information.
- Communications and customer-service records, including inquiries, order-support requests, and other correspondence with us.
- Marketing preferences, including subscription status, communication preferences, and opt-out requests.

We do not sell personal data or sensitive personal data. We may collect or process limited sensitive information, such as tax or credit-application information, only when needed for the purpose described above and as permitted by applicable law.

We may also collect information from the following sources:

- **Statistics or aggregated information.** Statistical or aggregated data does not directly identify a specific person, but we may derive non-personal statistical or aggregated data from personal data. For example, we may aggregate personal data to calculate the percentage of users accessing a specific Services feature.
- **Technical information.** Technical information includes information about your internet connection and usage details about your interactions with the Services, such as

clickstream information to, through, and from our Services (including date and time), products that you view or search for; page response times, download errors, length of your visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), or methods used to browse away from a page.

- Information you provide directly, including through orders, account registration, credit applications, forms, surveys, or communications.
- Information collected automatically through the Services, including through cookies and similar technologies.
- Information received from service providers, including payment, hosting, analytics, marketing, and technology providers.
- Information received from credit-reporting, fraud-prevention, and identity or risk vendors, where relevant to trade credit, security, or fraud prevention.
- Information received from distributors, business partners, or other parties involved in supplying or fulfilling products and services.

If we combine or connect non-personal statistical or technical data with personal data so that it directly or indirectly identifies an individual, we treat the combined information as personal information.

How We Collect Your Personal and Other Data.

You Provide Information to Us.

We collect information about you when you interact with our Services, such as when you place an order or make a purchase.

Automatically Through Our Services.

As you navigate through and interact with our Services, we may use automatic data collection technologies to collect information that may include personal data. Information collected automatically may include usage details, IP addresses, operating system, and browser type, and information collected through cookies and other tracking technologies.

We may use these automatic collection technologies to collect information about your online activities over time and across third-party sites or other online services (behavioral tracking).

Using automatic collection technologies helps us to improve our Services and to deliver a better and more personalized experience.

The technologies we use for this automatic data collection may include:

- **Cookies.** A cookie is a small file placed on your device when you interact with the Services. Cookies may support necessary functions, analytics, personalization, and advertising. You may manage cookies through your browser settings or [Cookie

Preferences]. You may also opt out of Google Analytics through the [Google Analytics Opt-Out Link]. Disabling cookies may affect certain Services features.

- **Web Beacons.** Some parts of the Services may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those parts or for other related statistics (for example, recording the popularity of certain content and verifying system and server integrity).

To the extent analytics or advertising cookies and similar technologies are treated as a sale, sharing, targeted advertising, or profiling under applicable law, you may opt out through [Cookie Preferences]. You may also use any other method described in the *Your Rights and Choices About Your Information* section. Some Services features may be unavailable after opting out.

When you interact with the Services, there are third parties that may use automatic collection technologies to collect information about your or your device. These third parties may include:

- Advertising partners, ad networks, and ad servers.
- Analytics companies, including Google Analytics, subject to the choices described above.
- Your device manufacturer.
- Your internet or mobile service provider.

These third parties may use tracking technologies to collect information about you when you use the Services. The information they collect may be associated with your personal data or they may collect information, including personal data, about your online activities over time and across different websites, apps, platforms, and other online services.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

How We Use Your Information.

We use information that we collect about you or that you provide to us, including any personal data, to:

- Provide you with the Services and any contents, features, information, products, or services that we make available through the Services.
- Fulfill and manage purchases, orders, deliveries, and payments.
- Fulfill any other purpose for which you provide it.
- Improve our Services, including by analyzing your information and creating aggregated data derived from your information, to develop, maintain, analyze, improve, optimize, measure, and report on our Services and their features and how users interact with them.

- Promote our Services, business, and offerings through our Services and permitted advertising. We may use information to model, segment, target, offer, market, and advertise our Services, subject to your choices and applicable law.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- Notify you when Services updates are available and about changes to any products or services we offer or provide through them.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.
- Send marketing text messages only with your prior express written consent as required by the Telephone Consumer Protection Act. You may revoke consent by replying STOP, subject to any confirmation message permitted by law.
- Protect the Services and our organization, including by detecting, investigating, and preventing fraud, security incidents, unauthorized activity, and credit risk.
- Comply with applicable laws, regulations, legal processes, and governmental requests, and establish, exercise, or defend legal claims.

The usage information we collect, whether connected to your personal data or not, helps us improve our Services and deliver a better and more personalized experience by enabling us to:

- Estimate our audience sizes and usage patterns.
- Store information about your preferences, allowing us to customize the Services according to your individual needs and interests.
- Speed up your searches.
- Recognize you when you return to our Services.

We may use your information to contact you about goods and services that may be of interest to you. Marketing emails will include an unsubscribe mechanism and a physical postal address as required by CAN-SPAM, and opt-out requests will be honored within ten (10) business days. You may manage your preferences through [MARKETING PREFERENCES LINK][1] or by using the unsubscribe mechanism in the message. For more information, see *Your Rights and Choices About Your Information*.

Who We Disclose Your Information To.

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may also disclose personal data that we collect or you provide as described in this Policy:

[1] **Note to Draft:** the marketing preferences link is not required. We may deleted if so desired as long as you have an unsubscribe mechanism in place.

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties that support our organization, including payment processors, shipping carriers, hosting providers, email-marketing providers, analytics providers, and ERP or CRM providers. These parties may use personal data only to provide services to us or as otherwise permitted by law.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the Company's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal data held by the Company is among the assets transferred.
- To third-party marketers only with your consent. We will not sell personal data for money or sell or transfer email addresses on our opt-out list for independent marketing, consistent with CAN-SPAM.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- We do not sell personal data for money. Depending on the applicable state law, disclosures through advertising or analytics cookies may nevertheless be treated as a sale, sharing, or targeted advertising. You may opt out through [Cookie Preferences] or the methods described in *Your Rights and Choices About Your Information*.

We may also disclose your personal data:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our terms of use [INSERT AS LINK TO TERMS OF USE] and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of our organization, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

The categories of personal data we may disclose include:

- Account and contact information.
- Payment information.
- Account history, including information about your account, transactions, purchases, order history, or discounts.
- Location information, including general geographic location.
- Device information.
- Content and information you elect to provide to us.
- Tax identification number, EIN, or credit references, only when provided in connection with a trade credit or credit application.

- Shipping and delivery information.
- Communications and customer-service records.
- Marketing preferences and opt-out requests.

Your Rights and Choices About Your Information.

This section describes mechanisms you can use to control certain uses and disclosures of your information. Residents of states with comprehensive privacy laws may have rights under those laws. As a matter of Company policy, we extend the rights described below to all United States users, including Louisiana residents, on a voluntary basis for Louisiana residents.

Advertising, marketing, cookies, and other tracking technologies choices:

- **Cookies and Other Tracking Technologies.** You can set your browser to refuse all or some browser cookies or other tracking technology files, or to alert you when these files are being sent. You can choose whether or not to allow the Services to collect information through other tracking technologies through [Cookie Preferences]. If you disable or refuse cookies or similar tracking files, some Services features may be inaccessible or not function properly. Some browsers include a "Do Not Track" ("***DNT***") setting. We do not currently treat a DNT signal as a universal opt-out, except where applicable law requires otherwise. We honor Global Privacy Control ("***GPC***") signals as described below.

Location data choices:

- **Location Data.** You can choose whether or not to allow the Services to collect and use real-time information about your device's location through the device's privacy settings. If you block the use of location information, some Services features may become inaccessible or not function properly.

Your State Privacy Rights.

Depending on your state of residency, you may have certain rights related to your personal data, including:

- **Access and Data Portability.** You may confirm whether we process your personal data and access a copy of the personal data we process. To the extent feasible and required by state law, depending on your state, data will be provided in a portable format. Depending on your state, you may have the right to receive additional information, and it will be included in the response to your access request.
- **Correction.** You may request that we correct inaccuracies in your personal data that we maintain, taking into account the information's nature and processing purpose.
- **Deletion.** You may request that we delete personal data about you that we maintain, subject to certain exceptions under applicable law.

- **Opt Out of Using Personal Data for Sales, Targeted Advertising, and Profiling for Certain Legal or Similarly Significant Decisions.** You may request that we do not use your personal data for these purposes.

Important: The exact scope of these rights varies by state, and exceptions may apply. As a matter of Company policy, the rights described in this section are also available to all United States users, including Louisiana residents, on a voluntary basis. We will not discriminate against you for exercising these rights.

To exercise any of these rights, contact us by email at mmichael@custom-abrasives.com, or by telephone at (985) 276-4244. We may verify your identity by matching information you provide with information we maintain and may request additional information reasonably necessary to prevent fraud. You may use an authorized agent where permitted by applicable law, subject to reasonable verification of your authorization and identity. We will respond to a request within forty-five (45) days, or within an additional forty-five (45) days when reasonably necessary and permitted by law and will explain any delay. If we deny a request, you may appeal by contacting mmichael@custom-abrasives.com; we will respond to an appeal within sixty (60) days. If you are dissatisfied with the outcome, you may contact your state attorney general.

Some browsers and browser extensions support the GPC, which can send a signal to opt out of certain data processing, including data "sales" or targeted advertising as defined under certain laws. When we detect a GPC signal, we will honor it as a request to opt out of sale, sharing, or targeted advertising to the extent required by applicable law and as a matter of Company policy where feasible.

How We Protect Your Personal Data.

We maintain reasonable administrative, physical, and technical safeguards designed to protect personal data from accidental loss or destruction and unauthorized access, use, alteration, or disclosure, consistent with the Louisiana Database Security Breach Notification Law, La. R.S. 51:3071 et seq., including reasonable security procedures contemplated by La. R.S. 51:3074. These safeguards may include encryption in transit using TLS, access controls, authentication, monitoring, employee training, and contractual controls for service providers. Payment card information is processed through payment processors that are expected to maintain PCI DSS controls. No website, system, electronic storage, email, text, or chat is completely secure, so we cannot guarantee absolute security; however, we do not disclaim our legal obligations. If a breach requires notice, we will provide notice to affected Louisiana residents and the Louisiana Attorney General, and to other individuals or regulators, as required by La. R.S. 51:3074 and other applicable law.

You can help protect your information by using secure channels, maintaining the confidentiality of account credentials, and promptly reporting suspected unauthorized activity. We will take commercially reasonable steps to protect information submitted through the Services, but you should avoid sending sensitive information through unencrypted email, text, or chat when a safer method is available.

How We Retain Your Personal Data.

We retain the categories of personal data described in this Policy only as long as reasonably necessary for the purposes described, as otherwise legally permitted or required, or as needed to maintain the Services, operate our organization, resolve disputes, and support safety, security, and fraud prevention. Illustrative periods include retaining transaction and tax records for periods generally required by applicable federal and Louisiana recordkeeping rules, including requirements similar to La. R.S. 47:1603, retaining account and order records for the life of the relationship and a reasonable period afterward, and retaining marketing information until you unsubscribe or opt out unless we have another lawful business or legal need. When retention ends, we will securely delete, destroy, or de-identify personal data using reasonable procedures consistent with La. R.S. 51:3074.

Changes to Our Privacy Policy.

We may update this Policy from time to time. The date the Policy was last updated is identified at the top of the page. For material changes, we will provide notice before the changes take effect by email, if we have your email address, and by prominent posting on the Services. The notice will describe the material change and, where required, we will obtain affirmative consent before applying the change. We may provide reminders about this Policy, but you should check the Services periodically for the current version.

Contact Information.

To exercise your rights or ask questions or comment about this privacy policy or our privacy practices, contact us using the information below. Requests may also be submitted by the email address, telephone number, or web form identified in the *Your State Privacy Rights* section.

Company name: Custom Abrasives, LLC
Physical postal address in Louisiana: 2000 Preserve Lake Drive, Suite A, Covington, LA 70433
Privacy email: mmichael@custom-abrasives.com
Phone: (985) 276-4244.

Our Services are intended for United States users only, and we store personal data in the United States. For a complaint or concern about our privacy practices, contact us using the information above.