

# Privacy Policy

Effective as of March 10, 2025

[\[California Notice at Collection/State Law Privacy Rights\]](#): See the State law privacy rights section below for important information about your rights under applicable state privacy laws.]

This Privacy Policy describes how Sun Mountain Custom Doors and our subsidiaries and other affiliates ("**Company**," "**we**", "**us**" or "**our**") may collect and process personal information that through our digital or online properties or services that link to this Privacy Policy (collectively, the "**Service**"). Not all data collections or processing described herein may apply to you or your data. We may provide additional or supplemental privacy policies to individuals for specific products or services that we offer at the time we collect personal information.

You can download a printable copy of this Privacy Policy [here](#).

## Personal information we collect

**Information you provide to us.** Personal information you may provide to us through the Service or otherwise includes:

- **Contact data**, such as your first and last name, salutation, email address, billing and mailing addresses, professional title and company name, and phone number.
- **Communications data** based on our exchanges with you, including when you contact us through the Service, communicate with us via chat features, social media, or otherwise.
- **Transactional data**, such as information relating to or needed to complete your orders on or through the Service, including order numbers and transaction history.
- **Marketing data**, such as your preferences for receiving our marketing communications and details about your engagement with them.
- **Payment data** needed to complete transactions, including payment card information or bank account number.
- **Other data** not specifically listed here, which Prwe will use as described in this Privacy Policy or as otherwise disclosed at the time of collection.

**Third-party sources.** We may combine personal information we receive from you with personal information we obtain from other sources, such as:

- **Public sources**, such as government agencies, public records, social media platforms, and other publicly available sources.
- **Private sources**, such as data providers, social media platforms and data licensors.
- **Our affiliate partners**, such as our affiliate network provider and publishers, influencers, and promoters who participate in our paid affiliate programs.
- **Marketing partners**, such as joint marketing partners and event co-sponsors.

**Automatic data collection.** We, our service providers, and our business partners may automatically log information about you, your computer or mobile device, and your interaction over time with the Service, our communications and other online services, such as:

- **Device data**, such as your computer or mobile device's operating system type and version, manufacturer and model, browser type, screen resolution, RAM and disk size, CPU usage, device type (e.g., phone, tablet), IP address, unique identifiers (including identifiers used for advertising purposes), language settings, mobile device carrier, radio/network information (e.g., Wi-Fi, LTE, 3G), and general location information such as city, state or geographic area.

- **Online activity data**, such as pages you viewed, how long you spent on a page, the website you visited before browsing to the Service, navigation paths between pages, information about your activity on a page, access times and duration of access, and whether you have opened our emails or clicked links within them.
- **Communication interaction data** such as your interactions with our email or other communications (e.g., whether you open and/or forward emails) – we may do this through use of pixel tags (which are also known as clear GIFs), which may be embedded invisibly in our emails.

**Cookies and similar technologies.** Some of the automatic collection described above is facilitated by the following technologies:

- **Cookies**, which are small text files that websites store on user devices and that allow web servers to record users' web browsing activities and remember their submissions, preferences, and login status as they navigate a site. Cookies used on our sites include both "session cookies" that are deleted when a session ends, "persistent cookies" that remain longer, "first party" cookies that we place and "third party" cookies that our third-party business partners and service providers place.
- **Local storage technologies**, like HTML5, that provide cookie-equivalent functionality but can store larger amounts of data on your device outside of your browser in connection with specific applications.
- **Web beacons**, also known as pixel tags or clear GIFs, which are used to demonstrate that a webpage or email was accessed or opened, or that certain content was viewed or clicked.
- **Chat technologies.** We may use third-party providers to operate chat features that you can use to communicate with us through the Service. These third parties may access and use information about webpages visited on our website, your IP address, your general geographic information (e.g., city, state), and other personal information you share through online chats for the purposes described in this Privacy Policy.

## How we use your personal information

We may use your personal information for the following purposes or as otherwise described at the time of collection:

**Service delivery and operations.** We may use your personal information to:

- provide, operate and improve the Service and our business;
- communicate with you about the Service, including by sending Service-related announcements, updates, security alerts, and support and administrative messages;
- administer and communicate with you about events or contests in which you participate;
- understand your needs and interests, and personalize your experience with the Service and our communications; and
- provide support for the Service, and respond to your requests, questions and feedback.

**Research and development.** We may use your personal information for research and development purposes, including to analyze and improve the Service and our business and to develop new products and services. As part of these activities, we may create aggregated, de-identified and/or anonymized data from personal information we collect. We make personal information into de-identified or anonymized data by removing information that makes the data personally identifiable to you. We may

use this aggregated, de-identified or otherwise anonymized data and share it with third parties for our lawful business purposes, including to analyze and improve the Service and promote our business.

**Marketing and advertising.** We, our service providers and our third-party advertising partners may collect and use your personal information for marketing and advertising purposes:

- **Direct marketing.** We may send you Company-related or other direct marketing communications as permitted by law, including by email. You may opt-out of our marketing communications as described in the Opt-out of marketing section below.
- **Interest-based advertising.** Our third-party advertising partners may use cookies and similar technologies to collect information about your interaction (including the data described in the automatic data collection section above) with the Service, our communications and other online services over time, and use that information to serve online ads that they think will interest you. This is called interest-based advertising. We may also share information about our users with these companies to facilitate interest-based advertising to those or similar users on other online platforms.

**Service improvement and analytics.** We may use your personal information to analyze your usage of the Service, improve the Service, improve the rest of our business, help us understand user activity on the Service, including which pages are most and least visited and how visitors move around the Service, as well as user interactions with our emails, and to develop new products and services.

**Compliance and protection.** We may use your personal information to:

- comply with applicable laws, lawful requests, and legal process, such as to respond to subpoenas, investigations or requests from government authorities;
- protect our, your or others' rights, privacy, safety or property (including by making and defending legal claims);
- audit our internal processes for compliance with legal and contractual requirements or our internal policies;
- enforce the terms and conditions that govern the Service; and
- prevent, identify, investigate and deter fraudulent, harmful, unauthorized, unethical or illegal activity, including cyberattacks and identity theft.

**With your consent.** In some cases, we may specifically ask for your consent to collect, use or share your personal information, such as when required by law.

## How we share your personal information

We may disclose your personal information to the following parties and as otherwise described in this Privacy Policy, in other applicable notices, or at the time of collection.

**Affiliates.** Our corporate parent, subsidiaries, and affiliates for purposes and use consistent with this Privacy Policy.

**Service providers.** Third parties that provide services on our behalf or help us operate the Service or our business (such as hosting, information technology, customer support, online chat functionality providers, email delivery, marketing, consumer research and website analytics).

**Payment processors.** Any payment card information you use to make a purchase on the Service is collected and processed directly by our payment processors, such as Infor ERP, Card Connect, and Fiserv, among others. These payment processors may use your payment data in accordance with their respective privacy policies.

**Advertising partners.** Third-party advertising companies for the interest-based advertising purposes described above.

**Business and marketing partners.** Third parties with whom we co-sponsor events or promotions, with whom we jointly offer products or services, or whose products or services may be of interest to you.

**Professional advisors.** Professional advisors, such as lawyers, auditors, bankers and insurers, where necessary in the course of the professional services that they render to us.

**Authorities and others.** Law enforcement, government authorities, and private parties, as we believe in good faith to be necessary or appropriate for the Compliance and protection purposes described above.

**Business transferees.** Acquirers and other relevant participants in business transactions (or negotiations of or due diligence for such transactions) involving a corporate divestiture, merger, consolidation, acquisition, reorganization, sale or other disposition of all or any portion of the business or assets of, or equity interests in, the Company or our affiliates (including, in connection with a bankruptcy or similar proceedings).

## Your choices

In this section, we describe the rights and choices available to all users. Users who are located in California [or other applicable US states with omnibus consumer privacy laws] can find additional information about their rights below.

### Opt-out of communications.

You may opt-out of marketing-related emails and other direct marketing communications by following the opt-out or unsubscribe instructions at the bottom of the email, or by contacting us. Please note that if you choose to opt-out of marketing-related emails, you may continue to receive service-related and other non-marketing emails.

### Text Messaging.

We may use the mobile phone number or similar contact information that you provided to us to send text messages to provide you with the Services and to facilitate your orders. For example, we may send you a text message containing an order confirmation or other information allowing you to reference the information. We may also use the mobile phone number or similar contact information that you provided to us to send marketing and promotional text messages with your consent. Each text will contain instructions permitting you to “opt-out” of receiving future text message communications. However, you cannot revoke your authorization for fraud-related communications or legally required communications.

If you receive text messages from us, you may opt out of receiving further text messages from us by replying STOP to our message. You may also text STOP to [SHORTCODE].

**Cookies.** Most browsers let you remove or reject cookies. To do this, follow the instructions in your browser settings. Many browsers accept cookies by default until you change your settings. Please note that if you set your browser to disable cookies, the Service may not work properly. For more information about cookies, including how to see what cookies have been set on your browser and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org). You can also configure your device to prevent images from loading to prevent web beacons from functioning.

**Blocking images/clear gifs:** Most browsers and devices allow you to configure your device to prevent images from loading. To do this, follow the instructions in your particular browser or device settings.

**Advertising choices.** You may be able to limit use of your information for interest-based advertising through the following settings/options/tools:

- **Browser settings.** Changing your internet web browser settings to block third-party cookies.
- **Privacy browsers/plug-ins.** Using privacy browsers and/or ad-blocking browser plug-ins that let you block tracking technologies.
- **Platform settings.** Google and Facebook offer opt-out features that let you opt-out of use of your information for interest-based advertising. You may be able to exercise that option at the following websites:
  - Google: <https://adssettings.google.com/>
  - Facebook: <https://www.facebook.com/about/ads>
- **Ad industry tools.** Opting out of interest-based ads from companies that participate in the following industry opt-out programs:
  - Network Advertising Initiative: [http://www.networkadvertising.org/managing/opt\\_out.asp](http://www.networkadvertising.org/managing/opt_out.asp)
  - Digital Advertising Alliance: [optout.aboutads.info](http://optout.aboutads.info).
  - AppChoices mobile app, available at <https://www.youradchoices.com/appchoices>, which will allow you to opt-out of interest-based ads in mobile apps served by participating members of the Digital Advertising Alliance.
  - **Mobile settings.** Using your mobile device settings to limit use of the advertising ID associated with your mobile device for interest-based advertising purposes.

You will need to apply these opt-out settings on each device and browser from which you wish to limit the use of your information for interest-based advertising purposes.

We cannot offer any assurances as to whether the companies we work with participate in the opt-out programs described above.

**Do Not Track.** Some Internet browsers may be configured to send “Do Not Track” signals to the online services that you visit. We currently do not respond to “Do Not Track”. To find out more about “Do Not Track,” please visit <http://www.allaboutdnt.com>.

**Declining to provide information.** We need to collect personal information to provide certain services. If you do not provide the information we identify as required or mandatory, we may not be able to provide those services.

## Other sites and services

The Service may contain links to third party websites, mobile applications, and other online services operated by third parties. In addition, our content may be integrated into web pages or other online services that are not associated with us. These links and integrations are not an endorsement of, or representation that we are affiliated with, any third party. We do not control websites, mobile applications or online services operated by third parties, and we are not responsible for their actions, nor are they subject to this Privacy Policy. We encourage you to read the privacy policies of the other websites, mobile applications and online services you use.

## **Security**

We employ a number of technical, organizational and physical safeguards designed to protect the personal information we collect. However, security risk is inherent in all internet and information technologies, and we cannot guarantee the security of your personal information.

## **International data transfer**

We are headquartered in the United States and may use service providers that operate in other countries. Your personal information may be transferred to the United States or other locations where privacy laws may not be as protective as those in your state, province, or country.

## **Children**

The Service is not intended for use by anyone under 18 years of age. If you are a parent or guardian of a child from whom you believe we have collected personal information in a manner prohibited by law, please contact us. If we learn that we have collected personal information through the Service from a child without the consent of the child's parent or guardian as required by law, we will comply with applicable legal requirements to delete the information.

## **Changes to this Privacy Policy**

We reserve the right to modify this Privacy Policy at any time. If we make material changes to this Privacy Policy, we will notify you by updating the date of this Privacy Policy and posting it on the Service or other appropriate means. Any modifications to this Privacy Policy will be effective upon our posting the modified version (or as otherwise indicated at the time of posting). In all cases, your use of the Service after the effective date of any modified Privacy Policy indicates your acknowledging that the modified Privacy Policy applies to your interactions with the Service and our business.

## **How to contact us**

**Email:** [privacy@sunmountaindoor.com](mailto:privacy@sunmountaindoor.com)

**Phone:** [888.786.6861](tel:888.786.6861)

**Mail:** 140 Commerce Drive, Berthoud, CO 80513

## **California notice at collection[/US state privacy rights notice]**

Except as otherwise provided, this section only applies to residents of California [and other states with privacy laws applicable to us that grant their residents the rights described below]. For purposes of this

section, “personal information” has the meaning given to “personal data”, “personal information” or similar terms under the California Consumer Privacy Act (“CCPA”) [or applicable privacy laws of the state in which you reside]. Please note that not all rights listed below may be afforded to all users and that if you are not a resident of California [or other applicable states], you may not be able to exercise these rights. In addition, we may not be able to process your request if you do not provide us with sufficient detail to allow us to confirm your identity or understand and respond to it.

In some cases, we may provide a different privacy notice to certain categories of residents of these states, such as job applicants, in which case that notice will apply with respect to the activities it describes instead of this section.

**Your privacy rights.** You may have some or all of the rights listed below. However, these rights are not absolute, are subject to certain exceptions, and in certain cases we may decline your request as permitted by law.

- **Right to know.** You can request information about the categories of personal information that we have collected; the categories of sources from which we collected personal information; the business or commercial purpose for collecting, sharing and/or selling personal information; the categories of any personal information that we sold or disclosed for a business purpose; and the categories of any third parties with whom personal information was sold, shared or disclosed for a business purpose.
- **Right to access/portability.** You can request a copy of personal information that we have collected about you.
- **Right to deletion.** You can request that we delete personal information that we collected from you.
- **Right to opt-out.** If we “sell” or “share” your personal information as defined by the CCPA [or other applicable state privacy laws], you can opt-out of those disclosures.
- **[Opt-out of profiling.** If we process your personal information for profiling purposes as defined by applicable state privacy laws, you can opt-out of such processing.]
- **Right to correction.** You can request that we correct inaccurate personal information that we have collected about you.
- **Nondiscrimination.** You are entitled to exercise the rights described above free from discrimination as prohibited by the CCPA [or other applicable state privacy laws].

**How to exercise your rights.** You may submit requests to exercise your right to information/know, access, appeal, correction, or deletion by using the How to contact us section above or at <https://www.sunmountaindoor.com/privacy-policy/exercise-privacy-rights/>. The rights described above are not absolute, and, in certain cases, we may decline your request as permitted by law or where the laws in your state do not afford you these rights. We cannot process your request if you do not provide us with sufficient detail to allow us to understand and respond to it. [You can ask to appeal any denial of a request in the same manner through which you may submit one].

**Verification of identity; authorized agents.** We may need to verify your identity to process your information/know, access, deletion, and correction requests, and we reserve the right to confirm your residency. To verify your identity, we may require authentication into your Service account if you have one, provide personal identifiers we can match against information we may have collected from you previously, confirm your request using the email or telephone account stated in the request, provide government identification, or provide a declaration under penalty of perjury, where permitted by law.

Furthermore, your authorized agent may make a request on your behalf. We will process your agent’s requests to exercise your rights to know, access, correction or deletion upon our verification of the agent’s identity and our receipt of a copy of a valid power of attorney given to your authorized agent pursuant to applicable state law, proof that you have given the agent permission to submit the request or additional information.

**Information practices.** The following describes our practices currently and during the past 12 months:

- **Sources and purposes.** We collect all categories of personal information from the sources and use them for the business/commercial purposes described above in the Privacy Policy.
- **Sales of personal information.**
  - **Sales.** We do not otherwise “sell” personal information as defined by the CCPA. Although our Services are not intended for children under 16 years of age, we are required to inform you that we do not have actual knowledge that we have sold or shared the personal information of children under 16.
- **Sensitive personal information.** We do not use or disclose sensitive personal information for purposes that California residents have a right to limit under the CCPA [or other applicable state privacy laws].
- **[Profiling.** We do not engage in profiling, as defined by applicable state privacy laws, in furtherance of decisions that produce legal or similarly significant effects.]
- **Deidentification.** We do not attempt to reidentify deidentified information derived from personal information, except for the purpose of testing whether our deidentification processes comply with applicable law.
- **Retention.** The criteria for deciding how long to retain personal information is generally based on whether such period is sufficient to fulfill the purposes for which we collected it as described in this notice, including complying with our legal obligations.
- **Collection and disclosure.** The chart below describes the personal information we collect by reference to the categories of personal information specified in the CCPA (Cal. Civ. Code §1798.140), and the categories of third parties to whom we disclose it. The terms in the chart refer to the categories of information and third parties described above in this Privacy Policy in more detail. Information you voluntarily provide to us, such as in free-form webforms, may contain other categories of personal information not described below. We may also disclose personal information to professional advisors, authorities and others, and business transferees as described above in the How we share your personal information section of this Privacy Policy.

Personal Information (“PI”) we collect	CCPA statutory category	Categories of third parties to whom we “disclose” PI for a business purpose	Categories of third parties to whom we “sell” or “share” PI
<ul style="list-style-type: none"> <li>• Contact data</li> </ul>	<ul style="list-style-type: none"> <li>• Identifiers (online)</li> <li>• Identifiers (other)</li> <li>• Commercial information</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> <li>• Payment processors</li> <li>• Advertising partners</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> <li>• Business and marketing partners</li> </ul>



	<ul style="list-style-type: none"> <li>• California customer records</li> </ul>	<ul style="list-style-type: none"> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	
<ul style="list-style-type: none"> <li>• Profile data</li> </ul>	<ul style="list-style-type: none"> <li>• Identifiers (online)</li> <li>• Identifiers (other)</li> <li>• Commercial information</li> <li>• California customer records</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> <li>• Payment processors</li> <li>• Advertising partners</li> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Communications data</li> </ul>	<ul style="list-style-type: none"> <li>• Identifiers (online)</li> <li>• Identifiers (other)</li> <li>• Commercial information</li> <li>• California consumer records</li> <li>• Internet or Network Information</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> <li>• Payment processors</li> <li>• Advertising partners</li> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Transactional data</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial information</li> <li>• California consumer records</li> <li>• Financial information</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> <li>• Payment processors</li> <li>• Advertising partners</li> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Marketing data</li> </ul>	<ul style="list-style-type: none"> <li>• Identifiers (online)</li> <li>• Identifiers (other)</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Payment processors</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> </ul>

	<ul style="list-style-type: none"> <li>• Commercial information</li> <li>• California customer records</li> <li>• Internet or Network Information</li> </ul>	<ul style="list-style-type: none"> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> </ul>	<ul style="list-style-type: none"> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Payment data</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial information</li> <li>• Financial information</li> <li>• California consumer records</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> <li>• Payment processors</li> <li>• Advertising partners</li> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Device data</li> </ul>	<ul style="list-style-type: none"> <li>• Identifiers (other)</li> <li>• Internet or Network Information</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> <li>• Payment processors</li> <li>• Advertising partners</li> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Online activity data</li> </ul>	<ul style="list-style-type: none"> <li>• Identifiers (other)</li> <li>• Commercial information</li> <li>• Internet or Network Information</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> <li>• Payment processors</li> <li>• Advertising partners</li> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Communication interaction data</li> </ul>	<ul style="list-style-type: none"> <li>• Identifiers (online)</li> <li>• Identifiers (other)</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online)</li> </ul>

	<ul style="list-style-type: none"> <li>• Commercial information</li> <li>• California consumer records</li> <li>• Internet or Network Information</li> </ul>	<ul style="list-style-type: none"> <li>• Payment processors</li> <li>• Advertising partners</li> <li>• Professional advisors</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	<p>advertising)</p> <ul style="list-style-type: none"> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Data derived from the above</li> </ul>	<ul style="list-style-type: none"> <li>• Inferences</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliates</li> <li>• Service providers</li> <li>• Advertising partners</li> <li>• Authorities and others</li> <li>• Business transferees</li> <li>• Business and marketing partners</li> </ul>	<ul style="list-style-type: none"> <li>• Advertising partners (to facilitate online advertising)</li> <li>• Business and marketing partners</li> </ul>
<ul style="list-style-type: none"> <li>• Other Sensitive Personal Information</li> </ul> <p>We do not intentionally collect this information, but it may be revealed in identity data or other information we collect</p>	<ul style="list-style-type: none"> <li>• Protected Classification Characteristics</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>