**Privacy Policy**

Restaurantware ("Restaurantware", "we" or "us") understands that making purchases online involves a great deal of trust on your part. We take that trust seriously and hope this privacy policy (the "Policy") will help you understand what kind of Personal Information we may gather about you when you visit the Restaurantware website located at www.restaurantware.com, how we may use the Personal Information you have provided to us, to whom we disclose such Personal Information, and how you can correct or update the Personal Information you have provided us.

If you do not agree to the terms of this Policy, you should not use the Site. We reserve the right to update or modify this Policy from time to time, and such changes to the Policy will be effective immediately, therefore please bookmark this page and review it periodically to assure familiarity with the most current version of the Policy.

This Policy is the sole authorized statement of Restaurantware practices with respect to the online collection of personal information through the Site and the usage of such information.

**WHAT INFORMATION WE COLLECT ABOUT YOU**

When you visit our Site, we collect information directly from you as well as through the use of cookies and web beacons about (i) your computer such as its IP address, operating systems and browser software; (ii) the website that you came from before visiting our Site, which pages of the Site you visited, the order in which you visited those pages, and which hyperlinks you clicked; and (iii) demographic information about you regarding age and range of income levels. This is all done for the purposes of (i) assessing our Site traffic and the effectiveness of our Site content; (ii) diagnosing problems with our servers, and (iii) improving the quality of your Site visits. We may also collect information pertaining solely to corporations, government or educational entities, or other business or non-profit, which at times may involve us purchasing third party information about businesses and other entities from others. The company information we purchase may include number of employees or annual sales information or similar information to better serve our organizational customers. We may use any such corporate information without restriction. We also collect your Personal Data, which we explain further directly below. We do not track our Site visitors when they are on third-party websites.

**COOKIES**

Upon visiting our Site, we will assign you a unique ID in the form of a "cookie". A cookie is a piece of information that is sent to your browser by a website that help websites such as our Site to remember information about your visit and save your preferred settings. Cookies are also used for such purposes as facilitating and personalizing your shopping and ordering experience, keeping track of your shopping basket during your visit, helping diagnose problems with our server and administering our Site. In our case, we may use the information collected through cookies for marketing purposes to inform you of special offers, to better understand your needs, or to answer your questions.

For more details about how we use these technologies, please see our [Cookie Policy](https://www.restaurantware.com/pages/cookie-policy/).

**WEB BEACONS**

Some of our Web pages and HTML -formatted e-mail newsletters may use Web beacons to compile aggregate statistics about website usage. A Web beacon is an electronic image often called a single- pixel (1x1) or clear GIF, which is ordinarily not visible to the site visitor. Web beacons can recognize certain types of information on a visitor's computer, such as visitor's cookie number, time and date of page or image view and description of the page where the web beacon is placed. When used in an e-mail they can tell us whether an e-mail has been opened. You may control whether your email client is allowed to download images and web beacons.

**WHAT PERSONAL INFORMATION WE COLLECT**

We collect only that Personal Information that you specifically and voluntarily provide to us while using our Site. For the purpose of this Policy, we define Personal Information as information that identifies you as a specific individual, for example, your name, account number, physical or email address, and phone number. We collect your Personal Information when you:

- Make a purchase  
- Create an account  
- Subscribe to our newsletter  
- Request a catalog  
- Participate in a survey  
- Register at our website

Please note the site is intended for use by residents of the U.S. only who are over the age of eighteen (18). We do not knowingly collect Personal Information from children younger than thirteen (13) years of age.

**HOW WE USE THE PERSONAL INFORMATION WE COLLECT**

We use the Personal Information that you provide us to 1) fulfill requests for products, services and/or information, 2) provide customer service, 3) offer products and services to you, 4) measure and improve the effectiveness of our Site and our marketing endeavors, 5) tailor our online offerings to your preferences, 6) administer promotions or surveys, or 7) achieve other business purposes as permitted under applicable law.

**HOW WE PROTECT YOUR PERSONAL INFORMATION**

To help protect the security of your Personal Information, we seek to use security technology and procedures consistent with industry standards. We use encryption technology and Secure Socket Layers ("SSL") in all areas of the Site where your personal account information is required, which means the Personal Information you submit to us via our Site is encrypted by your computer and decrypted again on our side. If your browser does not support SSL or if you are unable to establish a secure connection due to a company firewall, please call us at 800-851-9273 to place your order by phone. In addition, your personal account information and transaction history are kept behind a firewall.

Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us of the problem by contacting us in accordance with the “Contacting Restaurantware” section below.

**DISCLOSING INFORMATION TO OUTSIDE PARTIES**

We do not sell, trade or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies or protect ours or others rights, property or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising or other uses.

**SPECIAL NOTIFICATION TO CALIFORNIA RESIDENTS**

Because we value your privacy, we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act.

We do not sell any personal information at any time.

You may request that Restaurantware disclose certain information to you about our collection and use of your personal information over the past 12 months.

You may request that Restaurantware delete any of your personal information that we collected from you and retained, subject to certain exceptions.

To exercise the access, data portability, and deletion rights described above, please submit a verifiable consumer request to us at [service@restaurantware.com](mailto:service@restaurantware.com).

Only you, or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

We will try responding to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing.

All disclosures we provide will only cover the 12-month period preceding the verifiable consumer request’s receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

There is no charge to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

**GDPR**

The General Data Protection Regulation creates consistent data protection rules across Europe and applies to companies based in the EU as well as global businesses who process personal data about individuals in the EU.

To highlight our commitment to data security and protection, let's review some key points regarding the GDPR:

- Consent Notice: User consent regarding cookies and tracking must be clear and distinguishable from other matters and provided in an easily accessible way. When you are attempting to visit the website from a location in the EU, you will be greeted with an immediate notice regarding cookies and tracking. Action must be taken on this notice to view the website. Actions include viewing the website with cookies enabled or receiving information about viewing using your browser's private-viewing ability.  
  
- Consent Opt-Out: It must also be as easy to withdraw consent as it is to give it. This page has been updated with instructions on how to opt-out of targeted advertising.  
  
- Data Portability: GDPR introduces data portability - the right to receive the personal data concerning you. This page has been updated with instructions on how to request a copy of the data you have submitted to us in the past.  
  
- Right to be Forgotten: You have the right to contact us at service@restaurantware.com to request account information be deleted, assuming there are no in-process orders or payments where the information is necessary.  
  
- Data Retention: For EU user accounts that have not been accessed in 10 Years, Restaurantware will delete the personal data pertaining to those accounts.  
  
   - "When the controller is able to demonstrate that it is not in a position to identify the data subject, the controller shall inform the data subject accordingly." Personally identifiable information is not passed through Google AdWords, DoubleClick and Google Analytics as their contracts and policies prohibit information being passed to Google that could be recognized as Personally Identifiable Information (PII). For that reason, the "User and event data retention" settings within Google Analytics has been set to "Do not automatically expire".

**Data Portability/Opt-Out Instructions**

For users who reside in the EU and would like to receive a copy of the personal data that has been previously supplied to us, please make a request to service@restaurantware.com. For instructions on how to opt-out of targeted ads, please see the 'MARKETING COMMUNICATIONS: OPTING OUT' section in this document. To browse the website without your browser saving cookies or your history, please disable cookies in your browser.

**MARKETING COMMUNICATIONS: OPTING OUT**

When you provide us with Personal Information, such as when you register to receive email newsletters, catalog subscriptions or other information or when you make a purchase, we will provide you with the opportunity to opt-out of having your Personal Information used by us to send you advertising or promotional materials. Unless you have opted out of receiving such marketing materials, we may use your Personal Information to send you (via email or postal mail) advertisements concerning our products, services, special promotions, surveys or any other such opportunities we may provide which we believe may be of interest to you. Such advertisements may also concern products and services of third parties that are sold or featured on the Site.

**TEXT MARKETING & NOTIFICATIONS**

We value your privacy and the information you consent to share in relation to our SMS marketing service. We use this information to send you text notifications (for your order, including abandoned checkout reminders), text marketing offers, and transactional texts, including requests for reviews from us.

Our website uses cookies to keep track of items you put into your shopping cart, including when you have abandoned your checkout. This information is used to determine when to send cart reminder messages via SMS.

**REMARKETING WITH GOOGLE ANALYTICS**

We also use Remarketing with Google Analytics to advertise online. Remarketing with Google Analytics allows third-party vendors, including Google, to display our ads on third-party sites across the Internet by studying your use as well as other visitors’ past use of our Site and other websites. You can learn more about Google’s practices in connection with this remarketing and opt out of it by visiting <http://www.google.com/settings/ads> or by downloading the Google Analytics opt-out browser add-on, available at [www.tools.google.com/dlpage/gaoptout](https://tools.google.com/dlpage/gaoptout).

**GOOGLE ANALYTICS**

Our Site uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”) which uses cookies and similar technologies monitoring our Site visitors to help us analyze how visitors use our Site. Google Analytics analyzes our Site visitor data by transmitting information generated about our Site usage, including visitor IP address, to Google where they evaluate visitors’ use of the Site, compile statistical reports on website activity, and provide other services relating to website activity and internet usage. During this process, Google may also collect information about Site visitors’ use of other websites. Google does offers the ability to opt out from tracking through Google Analytics cookies. To do so, please visit <http://tools.google.com/dlpage/gaoptout>.

**GOOGLE DISPLAY NETWORK IMPRESSION REPORTING**

We use Google Display Network Impression Reporting to analyze users’ interactions with our ads. Restaurantware and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to report how your ad impressions, our other uses of ad services, and your interactions with these ad impressions and ad services are related to visits to our Site. You can learn more about Google’s practices in connection with this reporting by visiting <http://www.google.com/settings/ads>. You can opt out from tracking through Google Display Network Impression Reporting or by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.