



Privacy Notice

TriMark USA, LLC and its affiliates and subsidiaries, collectively "TriMark," "we," "our," or "us," respect privacy and are committed to handling personal information responsibly.

This Privacy Notice explains how we collect, use, disclose, retain, and protect personal information when you visit our websites, communicate with us, request a quote, apply for credit, purchase products or services, submit an inquiry, interact with our digital tools, or otherwise engage with TriMark.

This Privacy Notice is intended to serve as TriMark's primary privacy notice for the United States and Canada. Certain rights and disclosures may apply only to residents of specific jurisdictions.

1. Scope

This Privacy Notice applies to personal information collected through:

- TriMark websites, including trimarkusa.com and affiliated TriMark websites;
- customer, supplier, vendor, and business partner interactions;
- quote requests, account setup, credit applications, orders, deliveries, service requests, warranty requests, design inquiries, project communications, and customer support;
- marketing communications, events, surveys, and promotions;
- online forms, search tools, and interactive website features; and
- other business communications with TriMark.

This Privacy Notice does not apply to information collected in an employment, applicant, or benefits context, which is governed by separate privacy notices where applicable.

2. Personal Information We Collect

Depending on how you interact with us, we may collect the following categories of personal information:

Identifiers and contact information

Name, business name, mailing address, email address, telephone number, account credentials, IP address, device identifiers, and similar identifiers.

Business and commercial information

Customer account information, quotes, orders, invoices, payment status, purchase history, service history, delivery details, warranty information, project information, credit application information, and communications with TriMark.

Professional or employment-related information

Job title, employer, department, business role, business contact details, and information provided in connection with a commercial relationship.

Internet, device, and network activity information

Website usage data, browser type, device type, operating system, pages viewed, referring URLs, search terms, clicks, session information, cookie identifiers, and similar online activity information.

Approximate location information

General location inferred from IP address or business contact information.

Audio, electronic, or visual information

Records of calls, emails, chats, online submissions, or other communications with TriMark, where permitted by law.

Inferences

Preferences, interests, or likely business needs derived from interactions with our websites, communications, products, or services.

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Sensitive personal information

Unless specifically requested or necessary to provide a requested product or service, please do not submit sensitive personal information through our public websites, including, but not limited to: Social Security numbers, government identification numbers, health information, financial account numbers, payment card numbers, or similar sensitive information.

3. Sources of Personal Information

We may collect personal information from:

- you directly;
- your employer or organization;
- TriMark affiliates and subsidiaries;
- customers, suppliers, vendors, manufacturers, distributors, contractors, service technicians, logistics providers, and business partners;
- credit references, payment processors, and transaction support providers;
- website, analytics, advertising, and technology providers;
- publicly available databases and commercial information providers; and
- communications, forms, files, or other materials submitted to TriMark.

4. How We Use Personal Information

We may use personal information for the following business and commercial purposes:

- to operate, maintain, improve, and secure our websites and systems;
- to respond to inquiries and provide customer support;
- to prepare quotes, proposals, bids, and project information;
- to process orders, payments, deliveries, returns, service requests, warranty requests, and account activity;
- to evaluate credit applications and administer customer accounts;
- to coordinate among TriMark brands, affiliates, and divisions;
- to communicate about products, services, projects, orders, accounts, and business relationships;
- to send marketing, promotional, educational, or event communications;
- to personalize website content and improve user experience;
- to conduct analytics, reporting, forecasting, and business planning;
- to detect, prevent, and investigate fraud, security incidents, unauthorized activity, or misuse;
- to maintain records, enforce agreements, and protect legal rights;
- to comply with applicable law, legal process, audits, investigations, and regulatory obligations;
- to establish, exercise, or defend legal claims, and
- for other purposes disclosed at the time of collection or with your consent.

We may use automated tools and AI-assisted technologies to support business operations, including website functionality, analytics, customer service, fraud detection, security, and internal productivity. We do not use public website interactions to make solely automated decisions that produce legal or similarly significant effects about

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individuals.

5. Cookies and Similar Technologies

TriMark and our service providers may use cookies, pixels, tags, web beacons, local storage, analytics tools, and similar technologies to:

- operate and secure our websites;
- remember preferences;
- understand website traffic and usage;
- improve website performance;
- support marketing and campaign measurement;
- detect fraud or technical issues; and
- improve our products, services, and communications.

These technologies may collect device information, browser information, IP addresses, page views, clicks, referring pages, and similar online activity.

You can manage cookies through your browser settings and, where available, through cookie preference tools provided on our websites. If you disable cookies, some website features may not function properly.

6. Targeted Advertising, Sale, and Sharing

TriMark does not sell personal information for monetary or other valuable consideration, except as such terms may be broadly defined under applicable state privacy laws. TriMark also does not knowingly sell or share personal information of individuals under 16.

Depending on the technology used on our websites, certain analytics or advertising activities may be considered "sharing," "targeted advertising," or similar activity under some state privacy laws. Where required by law, you may opt out of such activity by using available cookie preference tools, browser-based opt-out signals, or by contacting us as described below.

Where required by applicable law, TriMark will honor recognized opt-out preference signals, such as Global Privacy Control, in a frictionless manner for the browser or device through which the signal is received.

7. How We Disclose Personal Information

We may disclose personal information to the following categories of recipients:

TriMark affiliates and subsidiaries

For internal business, operational, administrative, customer support, sales, and service purposes.

Service providers and contractors

Including providers of website hosting, cloud services, cybersecurity, CRM, ERP, analytics, marketing, communications, customer support, payment processing, credit support, delivery, logistics, installation, service, warranty, and professional services.

Business partners and transaction participants

Including manufacturers, distributors, suppliers, contractors, freight carriers, service technicians, customer-designated representatives, and others involved in providing products or services.

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Professional advisors

Including attorneys, accountants, auditors, insurers, consultants, and other professional advisors.

Government, regulatory, and legal recipients

Where required or permitted by law, legal process, audits, investigations, regulatory obligations, law enforcement requests, or to protect rights, property, safety, or security.

Corporate transaction parties

In connection with a merger, acquisition, financing, restructuring, sale, transfer, or other corporate transaction involving all or part of TriMark.

Other recipients with consent or direction

Where you authorize or direct us to disclose information.

8. Retention

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Notice, including to provide products and services, maintain business records, administer accounts, support warranties and service obligations, comply with tax, accounting, legal, regulatory, and contractual obligations, resolve disputes, prevent fraud, enforce agreements, and protect legal rights.

Retention periods vary based on the type of information, the purpose for which it was collected, applicable legal requirements, and TriMark's business needs.

9. Security

TriMark uses reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, loss, misuse, and destruction.

No website, system, network, or transmission of information over the internet is completely secure, and TriMark cannot guarantee absolute security. You are responsible for using secure networks and protecting any account credentials or information you submit to TriMark.

10. Your Privacy Rights

Depending on where you live, you may have rights regarding your personal information, including the right to:

- request access to personal information we maintain about you;
- request a copy of certain personal information;
- request correction of inaccurate personal information;
- request deletion of personal information, subject to legal exceptions;
- opt out of sale, sharing, targeted advertising, or certain profiling, where applicable;
- limit the use or disclosure of sensitive personal information, where applicable;
- withdraw consent, where processing is based on consent;
- appeal a decision regarding a privacy request, where required by law; and
- not be discriminated against for exercising privacy rights.

To submit a privacy request, contact us at:

Email: TriMarkLegal@trimarkusa.com

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Phone: 888-288-5346

We may need to verify your identity before responding to a request. Verification may require your name, email address, business relationship with TriMark, state or province of residence, and a description of your request. Please do not submit sensitive information unless specifically requested through a secure channel.

11. California Privacy Disclosures

This section applies to California residents and supplements the rest of this Privacy Notice.

In the preceding 12 months, TriMark may have collected the following categories of personal information:

Category	Examples	Sources	Business Purpose	Disclosed To
Identifiers	Name, address, email, phone, IP address	You, your organization, website tools, service providers	Account administration, orders, support, marketing, security	Affiliates, service providers, business partners
Commercial information	Quotes, orders, transactions, invoices, service history	You, customers, vendors, internal systems	Sales, service, delivery, warranty, account support	Affiliates, service providers, suppliers, logistics providers
Internet or network activity	Website usage, browser data, cookies, search terms	Devices, cookies, analytics tools	Website functionality, analytics, security, marketing	Website, analytics, security, and marketing providers
Geolocation information	Approximate location from IP address	Devices and website tools	Website functionality, security, localization	Service providers
Professional or employment-related information	Job title, employer, business role	You, your employer, business contacts	Business communications, account support, sales and service	Affiliates, service providers, business partners
Audio, electronic, or visual information	Emails, calls, chats, online submissions	You and communications systems	Customer support, records, quality, legal compliance	Affiliates, service providers, advisors
Inferences	Preferences or likely business interests	Website activity, transactions, communications	Personalization, marketing, service improvement	Affiliates and service providers
Sensitive Personal Information	As described above	Directly from you when necessary	Providing requested products or services, legal compliance	Service providers, where applicable

TriMark does not sell personal information for money. TriMark does not knowingly sell or share personal information of individuals under 16.

TriMark does not use sensitive personal information collected through its public websites for purposes requiring a right to limit under California law.

California residents may request access, deletion, correction, portability, and opt-out rights as described in this Privacy Notice. California residents also have the right not to receive discriminatory treatment for exercising privacy rights.

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California's "Shine the Light" law permits California residents to request information regarding certain disclosures of personal information to third parties for their direct marketing purposes. To make such a request, contact TriMarkLegal@trimarkusa.com.

12. Other U.S. State Privacy Rights

Residents of certain U.S. states may have additional rights under state privacy laws. These may include rights to access, correct, delete, obtain a copy of personal information, opt out of targeted advertising, opt out of sale, opt out of certain profiling, and appeal a denied request.

TriMark will respond to privacy requests consistent with applicable law.

13. Canadian Privacy Rights

If you are in Canada, TriMark handles personal information consistent with applicable Canadian privacy principles, including accountability, identifying purposes, consent, limiting collection, limiting use and disclosure, retention, accuracy, safeguards, openness, individual access, and complaint handling.

Where required by applicable law, your use of our websites and services constitutes your consent to the collection, use, disclosure, and transfer of personal information as described in this Privacy Notice.

TriMark is headquartered in the United States. Personal information may be transferred to, stored in, or processed in the United States or other jurisdictions where TriMark, its affiliates, or service providers operate. Privacy laws in those jurisdictions may differ from those in Canada, and personal information may be accessible to courts, law enforcement, regulators, or governmental authorities in those jurisdictions where permitted by law. By providing personal information to TriMark, you understand it may be transferred to and processed in jurisdictions outside your province or territory of residence.

Canadian residents may request access to or correction of personal information by contacting TriMarkLegal@trimarkusa.com.

14. Marketing Communications

You may opt out of promotional emails by using the unsubscribe link in the email or by contacting us. Even if you opt out of promotional communications, we may still send non-promotional communications, such as messages about orders, accounts, services, warranties, transactions, legal notices, or ongoing business relationships.

15. Children's Privacy

TriMark's websites are intended for business users and are not directed to children under 13. We do not knowingly collect personal information from children under 13. If we learn that we have collected personal information from a child under 13, we will take appropriate steps to delete it.

16. Third-Party Websites

Our websites may link to third-party websites, platforms, or services. TriMark is not responsible for the privacy practices, content, or security of third-party websites or services. You should review the privacy notices of any third-party sites you visit.

17. Accessibility

If you need this Privacy Notice in an alternative format, please contact us at TriMarkLegal@trimarkusa.com.

18. Changes to This Privacy Notice

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Privacy Notice

We may update this Privacy Notice from time to time. The "Last Updated" date indicates when this Privacy Notice was last revised. Changes are effective when posted unless otherwise stated.

19. Contact Us

For questions, comments, concerns, or privacy requests, contact:

TriMark USA, LLC

Email: TriMarkLegal@trimarkusa.com

Phone: 888-288-5346

Attention: Privacy Officer (Legal Department)