

Global Industrial's Privacy Notice for California Residents

Last Updated: 06/24/2024

This Privacy Notice for California Residents supplements the information contained in Global Industrial's [Privacy Policy](#) and applies solely to all visitors, users, and others who reside in the State of California ("consumers" or "you"). We adopt this notice to comply with the California Consumer Privacy Act of 2018 ("CCPA") as it is amended from time to time and any terms defined in the CCPA have the same meaning when used in this notice.

Information We Collect

We collect information that identifies, relates to, describes, references, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer, household, or device ("**personal information**"). Personal information does not include:

- Publicly available information.
- Deidentified or aggregated consumer information.
- Information excluded from the CCPA's scope, like:
 - health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA), clinical trial data, or other qualifying research data; and
 - personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA), or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

In particular, as described in the table below, we have collected the following categories of personal information from our customers within the last twelve (12) months. Please note that not all categories or specific types of personal information described below will be collected or processed for every individual and our data collection practices may vary based on the nature of your relationship with us and what information you choose to provide to us.

Category	Examples	Collected
A. Identifiers.	A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, or account name.	YES
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	A name, signature, physical characteristics or description, address, telephone number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.	YES
C. Protected classification characteristics under California or federal law.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information). Some personal information included in this category may overlap with other categories.	NO

D. Commercial information.	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	YES
E. Biometric information.	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.	NO
F. Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	YES
G. Geolocation data.	Physical location or movements. <i>(Does NOT include Precise Geolocation data)</i>	YES
H. Sensory data.	Audio, electronic, visual, thermal, olfactory, or similar information.	NO
I. Professional or employment-related information.	Current or past job history or performance evaluations.	NO
J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)).	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.	NO
K. Inferences drawn from other personal information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	YES
L. Sensitive personal information	(1) social security, driver's license, state ID card, or passport number (2) financial account information including log-in details, debit card/credit card number in combination with any required security or access code, password, or credentials allowing account access (3) precise geolocation (within a radius of 1,850 feet) (4) racial or ethnic origin, religious or philosophical beliefs, or union membership (5) contents of mail, email, and text messages (unless we are the intended recipient) (6) genetic and health data (7) biometric information <i>(see above description)</i> (8) sex life or sexual orientation	NO

In the last twelve (12) months, Global Industrial obtained the categories of personal information listed above from the following categories of sources:

- Information that you provide when establishing an account with us, or when placing an order on our GlobalIndustrial.com website ("Website");
- Information when you enter a contest or promotion sponsored by us;
- Information when you report a problem with our Website;
- Records and copies of your correspondence (including e-mail addresses), if you contact us, including email, voice, and chat transcripts;
- Your responses to surveys that we might ask you to complete for research purposes;
- Details of transactions when you make a purchase from us;
- Information you may be required to provide regarding contact, billing, payment, or other financial information before placing an order with us;

- Information regarding your participation in a rebate or warranty program offered by us or a third party;
- Your search queries on the Website;
- Information that you provide when you communicate with any of our departments such as customer service, sales or technical services through the Website, telephone, mail, or fax;
- Your IP address, device information, and your interactions with our Website (please see the Web-user Tracking for Data Analytics and Advertising sections of our main [Privacy Policy](#) for further information); and/or
- Other information described in the “Information We Collect” section of our main [Privacy Policy](#).

In addition, when you communicate with Global Industrial through the telephone, we may record audio of the conversations for quality control, training, security, and analytics purposes.

Purposes for which We Use or Disclose Personal Information

In the last twelve (12) months, we may have used or disclosed the personal information we collect to fulfill, meet, or satisfy the reason you provided the information. For example, if you share your name and contact information to request a price quote or ask a question about our Services or products, we will use that personal information to respond to your inquiry. If you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate delivery. We may also save your information to facilitate new product orders or process returns. Global Industrial also may have used or disclosed the personal information we have collected for one or more of the following purposes:

- to maintain and present our Website and its contents to you, along with any related Services;
- to improve your experience on our Website and other Services;
- to provide you with information, products, or services and to communicate with you about information that you request including customer and IT support;
- to provide you with notices about your account;
- to carry out our obligations and enforce our rights arising from any contracts, terms and conditions and/or arrangements entered into between you and us, including for billing and collection;
- to notify you about changes to our Website or other Services, including any products or services we offer or provide through them;
- to allow you to participate in interactive features on our Website;
- to help us target specific offers to you, develop and improve our Services, and tailor our Services to your interests;
- to generate inferences about your personal preferences, or about marketing trends from algorithmic and language processing/analysis;
- to respond to law enforcement requests and as required by applicable law, court order, or governmental regulations;
- to monitor for fraud or illegal activity;
- to run our day-to-day business and facilitate corporate or other business transactions;
- for document retention/data storage purposes;
- as described to you when collecting your Personal Information under a separate privacy policy or pursuant to a separate notification;
- as otherwise permitted for a “business purpose” under applicable privacy laws; or
- to evaluate or conduct a merger, divestiture, stock sale, 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 information held by us about our customers is among the assets transferred; and/or
- for other purposes as described in the “Our Use of Information We Collect”, and the “Web-user Tracking for Data Analytics and Advertising” section of our main [Privacy Policy](#).

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing notice to you.

Disclosures of Personal Information

We may disclose your personal information to a third party for a business purpose. When we disclose personal information for a business purpose, we enter a contract that describes the purpose, requires the recipient to keep the personal information confidential, and prohibits their using the disclosed information for any purpose except performing the contract.

In the preceding twelve (12) months, Global Industrial has disclosed the following categories of personal information for a business purpose:

- Category A: Identifiers.
- Category B: California Customer Records personal information categories
- Category D: Commercial information.
- Category F: Internet or other similar network activity.
- Category G: Geolocation data. Precise geolocation data is NOT collected
- Category K: Inferences

We disclose your personal information for a business purpose to the following categories of third parties:

- Service providers
- Credit card companies
- Third party marketing partners
- Our related companies
- Shippers
- Legal and Regulatory Authorities

Please see the “Web-user Tracking for Data Analytics and Advertising”, and “Disclosure of Your Information to Others” sections of our main [Privacy Policy](#) for further information.

Data Retention Period: Over the past 12 months we have retained your personal information in accordance with the retention timeframes noted in our main [Privacy Policy](#).

Selling and/or Sharing of Personal Information: In the preceding twelve (12) months, Global Industrial has not sold personal information as a way to generate monetary revenue. However, we used certain third-party online analytics and advertising providers which may have access to your IP address, online ID and online activity information for purposes of sending you targeted advertising based on your browsing behavior on our Website and elsewhere online. As a California resident, such access may be considered “Selling” or “Sharing” your personal information under the CCPA. Please see the “Web-user Tracking for Data Analytics and Advertising” section of our main [Privacy Policy](#) for further information.

Selling and/or Sharing of Personal Information of Minors: Global Industrial does not sell or share personal information to third parties, including any personal information of consumers under sixteen (16) years of age.

Sensitive Personal Information Processing Activities: Over the past 12 months, we did not knowingly collect or use your sensitive personal information.

Profiling / Automated Decisionmaking Activities: Over the past 12 months, we did not conduct profiling activities or make automated decisions about you based on your personal information.

Notice of Financial Incentive

Global Industrial offers loyalty and/or rewards programs, benefits, and other offerings to consumers related to the collection, retention, or sharing of personal information, and such offerings could be deemed a “financial incentive” or “price or service difference” under the CCPA. These offerings may involve collecting the following categories of Personal Information from customers who participate: identifiers, customer records information, commercial information, internet or similar network activity, and/or inferences about the foregoing data. We are providing you with information about these offerings so that you may make an informed decision about whether to participate in such offerings.

Among these offerings is our loyalty/rewards program, which is offered to you whenever you sign up for the program. Through this program, you are eligible to receive a five percent (5%) discount on purchases, flat rate shipping, and exclusive deals which are only available if you enroll in the loyalty/rewards program. As part of this program, we may collect personal information such as your name and email address.

Our good-faith estimate of the value of your personal information is the value of the benefit we offer to you through the loyalty/rewards program. We have calculated such value by using the expense of offering the program in proportion to the benefit that is offered to you through the program.

You will be entered into the loyalty/rewards program only if you affirmatively opt-in to such participation by clicking “Enroll” and filling out the requested information to complete the sign-up process. By participating in our loyalty/rewards program, you agree that the benefits of the program are reasonably related to the value of the personal information that we collect and maintain to administer the program. You may cancel your enrollment in this program at any time by using the contact information provided at the end of this notice. We will not discriminate against you for your choice to not opt into the loyalty/rewards program and/or your subsequent choice to opt out of the program at a later time.

Your Rights and Choices

The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

Right to Know: You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months. Once we receive and confirm your verifiable consumer request (see “How to Exercise Your Rights” section of the main [Policy](#)), we will disclose to you:

- The categories of personal information we collected about you;
- The categories of sources for the personal information we collected about you;
- Our business or commercial purpose for collecting or selling that personal information;
- The categories of third parties with whom we share that personal information;
- The specific pieces of personal information we collected about you (also called a data portability request); and
- If we sold, shared, or disclosed your personal information for a business purpose, two separate lists disclosing:
 - sales, identifying the personal information categories that each category of recipient purchased and
 - disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.

Right to Correct or Modify Personal Information: You have the right to request that we correct inaccurate personal information that we maintain about you. If you have an account with us, you may also update this information by accessing your account and making the change at any time.

Right to Deletion: You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request (see the “Exercising Access, Data Portability, and Deletion Rights” section below), we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies that allows us to retain your information.

We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities;
- Debug products to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law;
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *et seq.*);
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent;
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us;
- Comply with a legal obligation; or
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Opt-Out Rights: If you are age sixteen (16) or older, you have the right to direct us to not share your personal information at any time for targeted advertising purposes (the “right to opt-out”). Consumers who opt-in to personal information sales may opt-out of future targeted advertising at any time. For the avoidance of doubt, we do not (i) share for targeted advertising purposes the personal information of consumers younger than 16 years of age, (ii) collect sensitive personal information from you, and (iii) do not use your personal information for automated decision-making purposes.

To exercise the right to opt-out, you may submit a request to us by clicking the [“Do Not Sell or Share My Personal Information”](#) button on our homepage and fill out the information requested in the opt out form.

Once you make an opt-out request, we will wait at least twelve (12) months before asking you to re-authorize our sharing of personal information for targeted advertising purposes. However, you may change your mind and opt back in to personal information sharing at anytime by clicking the [“Do Not Sell or Share My Personal Information”](#) button on our homepage and fill out the information requested in the form.

Exercising your opt-out right does not require you to create an account with us. We will only use personal information provided in an opt-in or opt-out request to review and comply with the request.

Right of Non-Discrimination: We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services;
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties;
- Provide you a different level of quality of goods or services; or

- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

Exercising Access, Data Portability, and Deletion Rights: To exercise your access, data portability, and deletion rights described above, please submit a verifiable customer request to us by either:

- Calling us at 888-978-7759
- Emailing us at data.protection@globalindustrial.com
- Visiting <https://www.globalindustrial.com/privacy>

Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative (please see examples of information that we may request below for verification purposes); and
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

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.

Making a verifiable consumer request does not require you to create an account with us, however, if you have a password-protected account with us, we may use our existing authentication procedures to verify your identity. For most other requests, we will ask you to provide information that matches at least two pieces of personal information we store about you before responding to your request. If you would like to request specific pieces of personal information that we have collected, or if you would like us to delete highly sensitive personal information, you will need to match at least three pieces of information we store about you, and you must provide a signed declaration under penalty of perjury that you are the consumer whose personal information you are requesting.

We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

Response Timing and Format

We will acknowledge receipt of your request within ten (10) business days and endeavor to respond to a verifiable consumer request within forty-five (45) days of receipt. If we require more time (up to another forty-five (45) days), we will inform you of the reason and extension period in writing.

We will deliver our written response by mail or electronically, at your option.

Any 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.

We do not charge a fee 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.

Other California Privacy Laws

Pursuant to the California “Shine the Light” law, you have the right to request from us a list of affiliates and third parties with whom we shared personal information about you for their own direct marketing purposes during the previous calendar year. If you have any questions on what we share for direct marketing purposes, please contact us using the contact details below.

Some browsers also have a “do not track” feature that lets you tell websites that you do not want to have your online activities tracked. We honor “do not track” signals.

Changes to Our Privacy Policy

We reserve the right to amend this notice at our discretion and at any time as may be described in our main [Privacy Policy](#). **Your continued use of our Services following the posting of changes constitutes your acceptance of such changes.**

Contact Information

If you have any questions or comments about this notice, the ways in which Global Industrial collects and uses your information described herein, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at:

- Phone: 888-978-7759
- Email: data.protection@globalindustrial.com
- Website: <https://www.globalindustrial.com/privacy>
- Postal Address: Global Equipment Company Inc.
11 Harbor Park Drive
Port Washington, NY 11050
Attn: Data Protection Officer.