

Privacy Policy

Updated as of October 13, 2025

Introduction

Viobin Products, LLC, and its affiliates (“Viobin,” “we,” “our,” or “us”) respects the privacy of your information. This Privacy Policy is designed to assist you in understanding how we collect, use, and safeguard the information you provide to us in using our websites (the “Sites”), and the services provided through our Sites (the “Services”).

From time to time, we may change this Privacy Policy. If we do, we will post an amended version on this webpage. Please review this Privacy Policy periodically. Your continued use of the Sites and Services after any such amendment signifies your acceptance thereof.

Collecting and Using Information

Personal Information We Collect Online

Through your use of the Sites and Services, we may collect Personal Information from you. “Personal Information” is information about an individual consumer or visitor to our Sites that we collect online and that we maintain in an accessible form. We collect the following types of Personal Information:

Information You Provide

We may collect the following Personal Information that you voluntarily provide to us:

- *Purchases.* If you purchase a product, you will provide your first and last name, phone number, email address, shipping address, billing address, and credit card information. We use third-party payment processors to process your purchases – we do not receive your credit card information. You also may provide us with your company name and any other Personal Information that you may voluntarily provide.
- *Account.* If you create an account for any of our Services, you will provide us with your first and last name, email address, and password, and may provide us with your company name, phone number, and address. When you log in to your account, you will provide us with your username or email address and password.
- *Email Sign-Up.* When you sign up for our mailing lists or subscribe to our blogs, you will provide us with your name and email address.
- *Request a Private Label.* When you request a private label, you will provide us with your first and last name, email address, and phone number. You may also provide us

with your company name and any other Personal Information that you may voluntarily provide.

- *Request a Quote.* When you request a quote, you will provide us with your first and last name, email address, and phone number. You may also provide us with your company name and any other Personal Information that you may voluntarily provide.
- *Request a Sample.* When you request a sample, you will provide us with your first and last name, email address, and phone number. You may also provide us with your company name and any other Personal Information that you may voluntarily provide.
- *Calculate Shipping.* When you use our shipping calculator, you may provide us with your physical address.
- *Orders & Tracking.* When you use our Sites to track your order, you will provide us with your email address.
- *Contact Us.* When you send us any feedback, questions, comments, suggestions, ideas, or interact with us in any way through email, phone, or social media channels, we will receive your first and last name, email address, phone number, and any other Personal Information that you may voluntarily provide.

Information as You Navigate Our Sites

We automatically collect certain Personal Information through your use of the Sites and Services, such as the following:

- *Usage Information.* We collect information such as which of the pages on the Sites you access, the frequency of access, and what you click on while on the Sites.
- *Device Information.* We collect information about the device you are using, such as hardware model, operating system, application version number, and browser.
- *Mobile Device Information.* In addition to the Device Information listed above, when you access our Sites via a browser on your mobile device, we collect and aggregate information about whether you are accessing the Sites via a mobile device or tablet, device type, and carrier.
- *Location Information.* We collect location information from Sites visitors on a city-regional basis.

For more information on the technologies we may use to automatically collect Personal Information, please see the *Cookies and Other Tracking Technologies* section below.

Third Party Information

In some cases, we may receive certain Personal Information from you about a third party. For example, when you checkout, you may provide the name, physical address, and phone number of a third party. If you submit any Personal Information about another individual to us, you are responsible for making sure that you have the authority to do so and to allow us to use their Personal Information in accordance with this Privacy Policy.

We may also receive Personal Information about you from other sources and combine that with information we collect directly from you. For example, we may obtain information about you from service providers that we engage to perform services on our behalf, such as our payment processors or email platform providers.

How We Use Your Personal Information

We use the Personal Information we collect to provide the Services to you, to improve our Services and Sites, and to protect our legal rights. In addition, we may use the Personal Information we collect to:

- Process your account registration;
- Process and fulfill your order;
- Contact you regarding our products and services that we feel may be of interest to you;
- Communicate with you about our Sites or Services or to inform you of any changes to our Sites or Services;
- Provide support and customer service;
- Maintain and improve our Sites and Services;
- Promote and advertise our Sites and Services;
- Defend our legal rights and the rights of others;
- Efficiently maintain our business; and
- Comply with applicable law.

How We Share Your Personal Information

We may share the information that we collect about you in the following ways:

- With service providers who perform data services on our behalf (e.g., email, hosting, maintenance, backup, analysis, shipping, etc.).
- To service providers to prepare, deploy and analyze advertising content;
- To the extent that we are required to do so by law, including by any court order, government or regulatory request, or by other legal process;
- In connection with any legal proceedings or prospective legal proceedings;
- To enforce or apply our Terms of Use or other agreements, including for billing and collection purposes;
- To establish, exercise, or defend our legal rights, including providing information to others for the purposes of fraud prevention;
- To any person who we reasonably believe may apply to a court or other competent authority for disclosure of that Personal Information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that Personal Information;
- To any other person or entity as part of a merger, restructuring, reorganization, or any business or asset sale, whether as a going concern or as part of a bankruptcy, liquidation, or similar proceeding; and
- To any other person or entity where you consent to the disclosure.

Cookies and Other Tracking Technologies

We use cookies and other tracking technologies (such as pixels and web beacons) (collectively, “Cookies”). “Cookies” are small files of information that are stored by your web browser software on your computer hard drive, mobile or other devices (e.g., smartphones or tablets).

We use Cookies to:

- Estimate audience size and usage patterns;
- Understand and save your preferences for future visits, allowing us to customize the Sites and Services to your individual needs;
- Advertise new content and services that relate to your interests;
- Keep track of advertisements and search engine results;

- Compile aggregate data about site traffic and site interactions to resolve issues and offer better site experiences and tools in the future; and
- Recognize when you return to the Sites.

We set some Cookies ourselves and others are set by service providers. We use Cookies set by service providers to provide us with useful information to help us improve our Sites and Services, to conduct advertising, and to analyze the effectiveness of advertising. We do not control third-party tracking technologies or how they may be used. If you have any questions about an advertisement or other content, you should contact the responsible provider directly.

Cookies can be blocked by changing your Internet browser settings to refuse all or some Cookies. If you choose to block all Cookies (including essential Cookies) you may not be able to access all or parts of the Sites.

You can find out more about Cookies and how to manage them by visiting www.AboutCookies.org.

You can understand which third parties have currently enabled Cookies for your browser or mobile device and how to opt-out of some of those Cookies by accessing the [Network Advertising Initiative's website](#) or the [Digital Advertising Alliance's website](#). For more information on mobile specific opt-out choices, visit the [Network Advertising Initiative's Mobile Choices website](#).

Third Party Payment Processors

To ensure that your Personal Information receives an adequate level of protection, we have put in place appropriate procedures with the service providers we share your Personal Information with to ensure that your Personal Information is treated by those service providers in a way that is consistent with and which respects the applicable laws on data security and privacy.

For example, to complete your purchase, you may be directed to a third-party payment processor website (Square, PayPal, etc.) and will be asked to provide your credit or debit card information. As such, the collection and use of your financial data is governed by the terms of use and privacy policies of the respective third-party payment processors. We do not collect or receive the payment information provided to the third-party payment processor.

Google Analytics

We use Google Analytics, a web analytics service provided by Google, Inc. Google Analytics uses Cookies or other tracking technologies to help us analyze how users interact with the Sites and Services, compile reports on their activity, and provide other services related to their activity and usage. The technologies used by Google may collect information such as your IP address, time of visit, whether you are a returning visitor, and any referring website. The technologies used by Google Analytics do not gather information that personally identifies you. The information generated by Google Analytics will be transmitted to and stored by Google and will be subject to Google's [privacy policies](#). To learn more about Google's partner services and to learn how to opt-out of tracking of analytics by Google, click [here](#).

“Do Not Track” Signals

Some internet browsers incorporate a “Do Not Track” feature that signals to websites you visit that you do not want to have your online activity tracked. Given that there is not a uniform way that browsers communicate the “Do Not Track” signal, the Sites do not currently interpret, respond to or alter its practices when it receives “Do Not Track” signals.

Choices About Your Personal Information

Review and Request Changes to Your Personal Information

You may use your account to access, correct, or view certain Personal Information we have collected, and which is associated with your account. To request changes to any of your Personal Information, please contact us at contactus@viobin.com.

Marketing Communications

To unsubscribe from emails from us, please click the unsubscribe link included in the footer of our emails. You also may submit a request to us at contactus@viobin.com

Security

We maintain commercially reasonable security measures to protect the Personal Information we collect and store from loss, misuse, destruction, or unauthorized access. However, no security measure or modality of data transmission over the Internet is 100% secure. Although we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee absolute security.

Third Party Links

The Sites may contain links that will let you access another website. Linked websites are not under our control. Except as stated below, this Privacy Policy applies solely to Personal

Information that is acquired on the Sites. We accept no responsibility or liability for these other websites.

Children's Privacy

The Sites are not intended for children under 18 years of age. We do not knowingly collect, use, or disclose Personal Information from children under 18. If we learn we have collected or received Personal Information from a child under 18 years old without verification of parental consent, we will delete that information.

Notice to Nevada Residents

Nevada law allows Nevada residents to opt-out of the sale of certain types of Personal Information. Subject to a number of exceptions, Nevada law defines "sale" to mean the exchange of certain types of Personal Information for monetary consideration to a person for the person to license or sell the information to additional persons. We do not currently sell Personal Information as defined in the Nevada law.

California Shine the Light Law

Under California Civil Code § 1798.83, California residents may request information about our disclosure of personal information to third parties for their direct marketing purposes. We do not provide Personal Information to third parties to use for their direct marketing purposes.

How to Contact Us

To contact us regarding questions or concerns about this Privacy Policy, please contact us at:

In Writing:

Viobin Products, LLC

Att: Policy Officer

226 W. Livingston St

Monticello, IL 61856

By Email:

contactus@viobin.com

By Phone:

Phone: 217 318-2463

