

Privacy Policy

Last Updated: August 16, 2021

This Privacy Policy sets out how Triangle Tube Phase III Co., Inc., doing business as Ideal collects information about you and how it is shared or otherwise used, what rights and choices you have over your personal information and our use of it, and the measures we take to protect your information. This privacy policy applies to personal information collected by or on behalf of Triangle Tube Phase III Co., Inc. (“Ideal”, “we”, “us”, or “our”), including information collected through our website at <https://www.idealusa.com/> and mobile versions of our website (collectively, the “Site”), our mobile application (the “App”), by email, phone, in-person or anywhere else we post this Privacy Policy (collectively, the “Platform”). By using the Platform, you accept and agree to the terms of our Privacy Policy in effect at the time of your visit.

Information We Collect

Personal information is information that directly or indirectly identifies you or can be used to identify you individually. The information we collect, how we use it and your rights with regard to that information may vary, depending on how you interact with the Platform. For example, we collect information from general visitors to the Site (“Visitors”), boiler sellers or installers that register and use the App (“Installers”), prospective customers or business contacts that interact with the Platform (“Business Contacts”) and homeowners who purchase and use our products (“Homeowners”) in different ways. We generally collect information about you in the following manner:

Information you provide. We may collect information that you provide to us, such as:

- Installer first and last name, email, password and time zone used to set up your Installer account and send you notices associated with your account
- Information used for product registration and set up for i-Assist functionality, depending on the features the Homeowner or Installer elect to activate, such as:
 - Installer name and email address
 - Homeowner name, email address and street address
 - Product details such as product type, model number, serial number, installation type and date
 - Combustion information about your boiler and other related details you upload or provide
- Information used to submit a warranty claim or labor allowance request form, such as: boiler model and serial number; date of service visit, labor request and description of service; Installer company name, address and phone number; and information included on the W-9 tax form.
- Homeowner address for the physical location of the boiler, in order for the Installer to provide support services for the boiler and Homeowner Wi-Fi information as needed for the App to establish the Bluetooth connection with a [i-Assist], when applicable
- Other information you choose to provide if you contact us by phone, email or offline method

You can choose not to provide your information to us. However, some information is required for us to provide our services to you or respond to your requests, to provide or respond to a warranty claim, and set up your account.

Information collected automatically. We also collect information automatically when you use the Site or App, such as through cookies or other tracking technology. A cookie is a small file placed on your computer's hard drive. Cookies allow web applications to respond to you individually such as by remembering your likes and dislikes by gathering and remembering information about your

preferences. We use cookies to identify which pages of the Site are being used. This helps us analyze data about web page traffic and improve our Site in order to customize your experience. We only use this information for statistical analysis and not to identify individual visitors to the Site. Overall, cookies help us provide you with a better experience, by enabling us to monitor which pages you find useful and other ways in which you use (or do not use) the Site.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. This may prevent you from experiencing all features of the Site.

Do-Not-Track Signals

We do not permit third parties to collect personal information through the Site concerning your online activities over time across different websites. Our Site does not presently respond to browser-based do-not-track signals.

How We Use Your Information

We use your information to provide our services and to improve our products and offerings. We may also use the information we collect for reasons such as:

- To improve our Platform, products and services or provide you with technical support.
- To respond to your questions, warranty claims or other requests or to otherwise communicate with you.
- To customize the Site and App according to your interests.
- To provide you notices or updates related to your Installer account.
- To verify your identity when you create an account.
- To maintain the security and integrity of our Platform and protect against and prevent fraud and other unlawful activity.
- To comply with and enforce applicable legal requirements, contractual obligations and our Terms of Use.

When We Share Your Information

We may share your personal information with third parties, including:

- Service providers and business partners to perform functions on our behalf or otherwise facilitate our business operations.
- To comply with a legal obligation, at the request of governmental authorities, to verify or enforce our policies or legal rights, to respond to an emergency, or to protect the rights, property, safety, or security of you or others.
- In the event of a potential or actual merger or sale involving our business, including without limitation any transfer made as part of insolvency or bankruptcy proceedings.

Security

We use physical, technical and administrative safeguards to help prevent unauthorized access, use and disclosure of your personal information. However, because no such measures are 100% effective when transmitting information over the Internet, we do not guarantee that your information will be secure from theft, loss or unauthorized access or use and we make no representation as to the reasonableness, efficacy or appropriateness of the measures we use to safeguard information.

Your Choices

You may opt out of cookies and other tracking technologies deployed through the Site by adjusting your browser settings as described above. You can contact us at 800.411.9999 to update your personal or account information or for any questions about your information. You may also opt-out of marketing emails by clicking the unsubscribe link in the email and following the instructions. Please note that even if you unsubscribe from our marketing emails, we may still send you non-marketing emails about your boiler, your account and your transactions with us.

International Users

Ideal is located and operated in the United States. Our products and Platform are not targeted at individuals outside the United States. If you are visiting the Platforms from outside the United States and provide us with personal information, please note that your information will be accessed, transferred, stored and processed by us in the United States where data protection laws may differ from those in the country where you are located. By doing business with or interacting with our Platform, you acknowledge and agree to the transfers of your personal information to the United States and understand that such information will be stored and processed in accordance with this privacy Policy and the Laws of the United States.

Children's Privacy

Our Site is not directed to or permitted for use by minors. We do not knowingly collect personal information from children under age 13. If you are a parent or guardian and believe your child has provided personal information to us, please contact us using the contact information at the end of this Privacy Policy. If we become aware that a child under age 13 has provided us with such information, we will delete it from our files.

Third-Party Links

The Site may contain links to websites and third-party content that is not owned or operated by us. This Privacy Policy does not apply to services offered by other companies and individuals, including products or sites that may be displayed to you on the or through the Platform. We do not control the privacy practices of third-party platforms and encourage you to review the privacy policies of third-party platforms for more information regarding their applicable privacy practices.

Changes to Privacy Policy

Please review this Privacy Policy periodically, as we may change it at any time and without prior notice to you. Any changes will be effective as of the last updated date indicated at the top of this Privacy Policy. We will post a notice on the Platform to notify you of changes to this Privacy Policy. Your continued use of the Platform indicates your consent to the changes as of the last updated date.

Contact Us

If you have any questions or comments about this Privacy Policy, please contact us at:

Ideal Technical Support
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