



Customer Focused Since 1916.

408 St. Paul Street
Rochester, NY 14605
1.800.232.5335, Option 1
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www.teltru.com

Privacy Policy

Effective Date: 4/29/2025

Tel-Tru, Inc. ("Tel-Tru") ("we", "us", or "our") respects your privacy and is committed to protecting it through this Privacy Policy. This policy describes how we collect, use, and disclose information when you visit our website www.teltru.com (the "Site"), make a purchase, or use our services, including any dashboard or data analytics features we provide.

1. Information We Collect

We collect several types of information in order to provide products or services to you, including:

a. Personal Information

When you interact with our Site, we may collect personal information by which you may be personally identified, such as:

- Name
- Email address
- Phone number
- Shipping and billing addresses
- Payment information (processed securely via third-party payment processors)

b. Automatically Collected Information

We automatically collect certain information when you visit the Site or use our dashboard, including:

- IP address
- Browser type and version
- Device identifiers
- Carrier information
- Pages visited
- Referring website
- Time and date of access
- Location information
- Real-time interaction data from the dashboard (e.g., page views, data views, usage metrics)

c. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance user experience, analyze traffic, and deliver personalized content. A cookie is a small file placed on the hard drive of your computer. You can manage your cookie preferences through your browser settings. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Site. Altering your cookie preferences may render certain parts of our Site inaccessible.

2. How We Use Your Information

We use your information to better fulfill your needs, including to:

- To present the Site and its content to you
- Process and fulfill orders
- Manage your account and dashboard access

- Provide customer support
- Improve our products, services, and website
- Send transactional and marketing communications (you can opt out at any time)
- Monitor usage patterns and audience size,
- Detect security issues or fraudulent activity
- For any other lawful purpose with your consent

3. Sharing of Information

We do not sell your personal data. We may share information with:

- **Service Providers:** Such as payment processors, hosting providers, and analytics tools
- **Legal Authorities:** If required by law or in response to legal process
- **Business Transfers:** In case of merger, sale, or asset transfer of our business
- **Our subsidiaries and affiliates**
- **Any other party with your consent**

We reserve the right to disclose aggregated information about our users, and information that does not identify any individual, without restriction.

4. User Dashboard and Live Data

Users with an account may access a personalized dashboard that displays live or near-real-time data regarding all users. This data may include user names, locations or instrument data. We implement safeguards to protect this data and restrict access based on user roles.

5. Your Choices

You have certain rights and choices regarding your personal data, including:

- Accessing, updating, or deleting your account information
- Opting out of marketing emails
- Managing cookie preferences
- Requesting data export or deletion (subject to verification)

6. Data Security and Storage

Your information is very important to us. We implement commercially reasonable security measures to protect your information. However, no method of transmission or storage is 100% secure, and we make no representation, warranty, or guarantee of the security of your personal information transmitted to our Site. Any transmission of personal information is made at your own risk. We are not responsible for any circumvention of privacy settings or security measures on the Site.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Information collected through our website may be stored in the United States or any other country which Tel-Tru or its affiliates and/or service providers maintain facilities. Please note that your data may be stored in or transferred to a country with different privacy laws that your country, therefore it may be subject to different laws and regulations.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites.

8. Children's Privacy (COPPA)

Our Site is not intended for children under 13. We do not knowingly collect personal data from children under 13, and no person under age 13 may provide any information to or on the Site. If you are under 13, do not use or provide information on this Site. If we learn we have collected or received any information from a child under 13 without verification or parental consent, we will delete that information. If you suspect we may have collected information from a child under the age of 13, please contact customerservice@teltru.com.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We encourage you to review it periodically as we do not provide any notice of policy changes. Continued use of the Site after changes constitutes acceptance of the new Privacy Policy terms.

10. Contact Us

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

Tel-Tru Temperature Solutions

customerservice@teltru.com

(800) 232-5335

408 St. Paul Street, Rochester, NY 14605 USA