

Privacy Policy

Cook Technologies, LLC | www.Cooktechnologies.com

Last Updated: October 9, 2026

Your privacy is important to Cook Technologies, LLC ("COOK TECHNOLOGIES," "we," "us," or "our"). Cook Technologies sells commercial kitchen equipment and related products. This Privacy Policy ("Policy") describes how we collect, use, protect, and share personal information obtained through our Website (www.Cooktechnologies.com). By using the Website, you agree to the collection and use of your information as described in this Policy.

This Policy does not apply to information collected offline or through any third-party websites that may be linked from our Website.

Overview

Collection and Use of Your Information

- We collect information in three ways: directly from you (for example, when you place an order, submit an inquiry, or contact us), from our web server logs, and through cookies and similar tracking technologies.
- We use this information primarily to fulfill your orders or requests, provide customer support, and improve our services.
- We do not share your information with unaffiliated third parties except as described in this Policy or as required by law.

Protection of Your Information

- We have implemented appropriate technical and organizational security measures to protect your information from unauthorized access, use, or disclosure.
- We store your information in a data center with restricted access, appropriate monitoring, and standard industry security protocols.
- Despite these measures, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

Access to Your Information

- We will not sell, rent, or lease your personal information to third parties.
- We will not disclose your personal information to unaffiliated parties except as necessary to process your orders, service your account, enforce our terms of use, or as required by law.
- If you have any questions about this Policy, please email us at SALES@COOKTECHNOLOGIES.COM.

Full Privacy Policy

Collection and Use of Your Information

We collect information about visitors in three ways: directly from the user (for example, when you place an order, submit an inquiry, or contact us), from our web server logs, and through cookies and similar tracking technologies. We use this information primarily to fulfill orders, respond to inquiries, provide customer

support, and improve our Website and offerings. We do not share any information you provide with others except as set forth in this Policy or when, in our good-faith judgment, it is required by law.

User-Supplied Information

When you place an order or contact us through the Website, we may ask you to provide personal information such as your name, company name, address, phone number, and email address. We retain this information in a contact database for future reference, order fulfillment, and customer service purposes. We may use certain information you provide to communicate with you about your orders, our products, and updates. If you do not wish to receive such communications, you may opt out as described below.

If you contact us for customer support, we may ask for additional information necessary to resolve your inquiry. We may retain records of such communications for quality control and legal compliance purposes.

Web Server Logs

When you visit our Website, we may track information about your visit and store that information in web server logs. Examples of information we may collect include:

- Your Internet protocol (IP) address
- The name of your Internet service provider
- The city, state, and country from which you access our Website
- The type of browser or device you use
- The date and time of your visit
- The pages you viewed and links you clicked
- The web page from which you arrived at our site

We use this information to administer the Website, analyze usage, protect the Website from inappropriate use, and improve the user experience.

Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to provide a customized experience. Cookies are small data files sent to your browser and stored on your device. We use the following categories of cookies:

- **Strictly Necessary Cookies:** Required for the Website to function properly. These cannot be disabled.
- **Functional Cookies:** Allow us to remember preferences and settings you have chosen.
- **Analytics Cookies:** Help us understand how visitors interact with the Website so we can improve it. Data collected is aggregated and anonymized.
- **Third-Party Cookies:** Set by third-party services we use to assist in providing our services or analyzing usage. These third parties are subject to their own privacy policies.

Most browsers are set to accept cookies by default. You can configure your browser to notify you when a cookie is received or to refuse cookies; however, doing so may affect the functionality of certain features of the Website.

Do Not Track

Some browsers include a "Do Not Track" (DNT) feature that signals to websites that you do not want your browsing activity tracked. Our Website does not currently respond to DNT signals. We will revisit this policy as industry standards for DNT evolve.

Third-Party Services

We may use services hosted by third parties to assist in providing our services and to help us understand how our Website is used (for example, payment processors, shipping carriers, and analytics providers). These services may collect information sent by your browser as part of a web page request, including your IP address or cookie data. Where third-party services collect information, they do so subject to their own privacy policies. We encourage you to review the privacy policies of any third-party services you interact with through our Website.

Protection of Your Information

We have implemented appropriate technical and organizational security measures designed to protect your personal information from accidental loss and from unauthorized access, use, alteration, or disclosure. These measures include Secure Sockets Layer (SSL) encryption on applicable pages, restricted-access data storage with appropriate monitoring, and standard industry security protocols and virus protection software.

Please note that no method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially reasonable means to protect your personal information, we cannot guarantee its absolute security.

We may process and store your information in systems located outside of your home country. Regardless of where storage and processing occur, we take appropriate steps to protect your information consistent with this Policy.

Data Breach Notification

In the event of a security breach that compromises your personal information, we will notify you and any applicable regulatory authorities as required by applicable law. Notification will be provided in the manner and within the timeframes required by law, which may include email notification to the address you have provided to us. We will also take steps to investigate the breach, mitigate its effects, and prevent future occurrences.

Access to Your Information

We will not sell, rent, or lease mailing lists or other customer data to third parties. We will not make your personal information available to unaffiliated parties except as follows:

- To agents and/or contractors who use it on our behalf or in connection with their relationship with us (such as fulfillment partners, payment processors, and customer service providers), all of whom are required to preserve the confidentiality of any personal information they access.
- To affiliates who provide support for our services, subject to confidentiality obligations consistent with this Policy.
- As required by law, in connection with a matter of public safety or policy, in connection with a transfer of business assets (such as in a merger or acquisition), or when we believe in good faith that disclosure is necessary to protect our rights or property.

California Privacy Rights (CCPA / CPRA)

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA). These rights may include:

- **Right to Know:** You may request information about the categories and specific pieces of personal information we have collected about you, the sources of that information, our purposes for collecting it, and the categories of third parties with whom we share it.
- **Right to Delete:** You may request that we delete personal information we have collected from you, subject to certain exceptions.
- **Right to Correct:** You may request correction of inaccurate personal information we maintain about you.
- **Right to Opt Out of Sale or Sharing:** We do not sell or share personal information for cross-context behavioral advertising as those terms are defined under the CPRA.
- **Right to Non-Discrimination:** We will not discriminate against you for exercising any of your rights under California law.

To exercise these rights, please contact us at SALES@COOKTECHNOLOGIES.COM. We will respond to verifiable requests within the timeframes required by law. We may need to verify your identity before processing your request.

Children's Privacy

We do not knowingly collect personal information from any person under the age of 16. If a person under age 16 submits personal information to us and we become aware of it, we will not use that information for any purpose. We will use commercially reasonable efforts to delete such information promptly and will not disclose it to third parties. If you believe a person under age 16 has provided personal information through our Website, please contact us at SALES@COOKTECHNOLOGIES.COM.

Correction, Amendment, or Deletion of Personal Information

You may update your contact preferences at any time. If you do not wish to receive communications from us, please utilize the "unsubscribe" mechanism in any email we send you, or contact us directly at SALES@COOKTECHNOLOGIES.COM to have your information removed from our contact list. To correct or delete your information, contact us at SALES@COOKTECHNOLOGIES.COM.

Questions

If you have any questions, concerns, or complaints about this Policy or our privacy practices, please contact us at:

Cook Technologies, LLC

200 School Alley, Green Lane, PA 18054

Email: SALES@COOKTECHNOLOGIES.COM

Phone: +1-215-234-5104

Privacy Policy Changes

We reserve the right to modify this Policy at any time. If we make material changes to how we treat your personal information, we will post the updated Policy on this page with a revised "Last Updated" date. Your

continued use of the Website after any modification constitutes your acceptance of the revised Policy. We encourage you to review this Policy periodically.

Any personal information collected under a prior version of this Policy will be subject to the terms of the then-current Policy at the time it is processed.