

## IFSPrivacy Policy

Effective: [01 September 2024](#)

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### 1. Scope of This Policy

IFSCoatings Inc. ("IFS," "we," "us," "our") respects your privacy and values your trust. The purpose of this Privacy Policy is to inform you of the treatment and handling of personal information that we may learn about you from using our websites at:

<https://www.ifscoatings.com>,

<https://polychemcoatings.com>,

<https://openthrottlepowder.com>,

or <https://wolfrayet.com>

(collectively, the "Site"), from purchasing products and services from us or engaging with our content, or by use of any of our services (collectively, the "Service"). If you have any questions regarding this information or our privacy practices, please contact us via the methods set out in the How to Contact Us section at the end of this Privacy Policy.

You may print a copy of this Privacy Policy by clicking [here](#):

<https://ifscoatings.com/wp-content/uploads/2024/09/IFS-Coatings-Privacy-Policy-Print-Version-01-09-2024.pdf>

### 2. Agreement to Terms

By using or accessing our Service in any manner, you acknowledge that you accept the practices and policies outlined below and the policies outlined in our Terms of Use, and you hereby consent that we may collect, use, and disclose your personal information as described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy and our Terms of Use, then you should immediately discontinue use of the Service without providing us with any personal information.

### 3. Information We Collect

We may collect the following categories of personal information (a) directly from you (such as when you create an account, purchase products from us, or contact us), (b) from third parties (such as from social media networks and from our career portal provider), (c) from the device and browser that you use to access the Service, and (d) from cookies.

#### Identifiers

We may collect your first name, last name, email address, account username and password, billing and shipping addresses, phone number, and Internet Protocol address.

#### Professional and/or Employment Information

We may collect your resume, work contact information (e.g., email and phone number), company title, and the name of your employer.

#### Financial and Transactional Information

We may collect payment details (such as credit or debit card information, or bank account number), billing address, and order history. We use authorized third-party payment processors for part of this process.

#### User-generated Content

We collect the information and content of communications that you share through the Service. This may include the information provided through the live chat feature, or when you contact us.

#### Device Information

We may collect device information when you visit our Site. Device information may include your device type, browser type, online and/or unique identifiers, and IP address.

#### Internet Activity

We may collect information concerning your interaction with the Site, including when you access the Site and your browsing activity on the Site (such as which pages you visit, in what order, and for how long). This may also include "traffic data" or tracking information provided by the Site's host or similar providers (e.g., Google Analytics) that may be helpful for marketing purposes or for improving the Service.

You are not required to provide all personal information identified in this Privacy Policy to use our Service or to interact with us, but certain functionality will not be available if you do not provide certain personal information. For example, if you do not provide certain personal information, we may not be able to register your account or respond to your requests.

### 4. Cookies

We store certain information that gets collected automatically at our end through cookies and other similar technologies. A cookie is a small string of information that a website that you visit transfers to

your browser for identification purposes. Cookies can be used to follow your activity while using a website or across websites, and that information helps companies understand your preferences and tendencies, as well as improve and personalize your website experience. Some cookies are necessary to operate a website, while others can be functional, analytical, or used for marketing purposes, including targeted advertising (as discussed in more detail below). Cookies on the Site are generally divided into the following categories:

- **Strictly Necessary Cookies.** These are required for the operation of the Site. They include, for example, cookies that enable you to log into password-protected portions of the Site. These cookies are session cookies that are erased when you close your browser.
- **Analytical/Performance Cookies.** These allow us to recognize and count the number of visitors to the Site and understand how such users navigate through the Site (e.g., when and which pages are visited, in what order the pages are visited, and where a user is located). We also use Google Analytics for part of this process. For more information about Google Analytics, please visit [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/). Google provides users with the ability to prevent their data from being used by Google Analytics—learn more by going to <https://tools.google.com/dlpage/gaoptout>.
- **Functional Cookies.** These improve the functional performance of the Site and make it easier for you to use. For example, cookies are used to remember that you have previously visited the Site and asked to remain logged into it (e.g., this saves your username). These cookies qualify as persistent cookies because they remain on your device for use during your next visit to the Site. You can delete these cookies as detailed below.
- **Targeting Cookies.** These record your visit to the Site and the pages you have visited and the links you have followed, to recognize you as a previous visitor, and to track your activity on the Site and other websites you visit. These cookies are used to display ads on other websites based on your visits to our Site and other online activity. These cookies qualify as persistent cookies because they remain on your device. We use advertising networks to advertise on third-party websites and you may opt-out or change your preferences for each of these services as detailed below:

Facebook: You may opt-out from Facebook's interest-based ads by following the instructions at <https://www.facebook.com/help/568137493302217>.

You can also prevent the use of certain cookies by modifying your Internet browser settings, typically under the sections "Help," "Internet Options," or "Settings." If you disable or delete certain cookies in your Internet browser settings, you may still access our Site, however, you might not be able to access or use important functions or features of our Site, and you may, for example, be required to re-enter your log-in details.

#### Do-Not-Track Signals

To the extent possible, we honor Do Not Track ("DNT") browser settings by following the recommendations made by the World Wide Web Consortium.

#### 5. Children's Privacy

The Service is not intended for users under the age of 16 and IFS does not knowingly collect personal information from individuals under the age of 16. If you are aware of, or suspect that, someone under

the age of 16 is using the Service without permission, please notify us immediately by contacting us as detailed in the How to Contact Us section below. If you have questions or concerns about the Internet and privacy for your child, we encourage you to check out the [FTC Guidelines \(https://consumer.ftc.gov/articles/protecting-your-childs-privacy-online\)](https://consumer.ftc.gov/articles/protecting-your-childs-privacy-online) for protecting your child's privacy online.

## 6. Our Use of Personal Information

We collect and use your personal information for the following purposes:

- Providing the Service to you and providing products or services requested by, or reasonably anticipated within the context of our relationship with, you;
- Managing our relationship with you, and responding to your inquiries or requests, and requesting feedback;
- Providing relevant promotional materials, marketing, events or surveys;
- Evaluating your eligibility for employment or partnership;
- Analyzing use of the Site and tailoring the web content to your interests;
- Keeping track of your login information and shopping cart;
- Detecting security incidents and protecting against malicious, deceptive, fraudulent, or illegal activity, or prosecuting those responsible; and
- Complying with legal and regulatory obligations.

## 7. Our Disclosure of Personal Information

We may share your personal information with the following third parties:

- Our group companies, including Polychem Coatings, OpenThrottle Powders, and WolfRayet.
- Service providers, including analytics and web hosting providers, payment processors, and IT outsourcing. In some instances, service providers will be directly responsible to you for their use of your personal information. They may be obliged by law to provide you with additional information regarding the personal information that they hold about you and how and why they process that information. Further information may be provided to you in a separate notice or may be obtained from such service providers directly, for example, via their websites.
- Advertising networks to provide you with relevant marketing.
- Advisers and financial institutions, including auditors, notaries, business continuity support service providers, and legal, tax, and risk and compliance advisors.
- With third parties in connection with a change to the control or financial status of the company, including a corporate restructuring, sale, acquisition, financing, reorganization, bankruptcy, receivership, transfer, assignment of assets, or business merger or divestiture. Personal information and other information may be shared in the diligence process with counterparties and others assisting with the transaction and transferred to a successor or affiliate as part of that transaction.
- Government bodies, dispute resolution organizations, law enforcement agencies, or third parties in connection with (a) responding to a subpoena, search warrant, or other lawful request for information that we receive; (b) cooperating in a law enforcement or similar investigation; or (c) otherwise protecting our rights, as applicable.

## 8. Your Privacy Choices

If you no longer want to receive our newsletters, emails, or other marketing communications, you may unsubscribe at any time by following the unsubscribe options in the communication itself, through your password-protected user account, or by emailing us at the information provided below under How to Contact Us.

To opt-out of text messages, you may text "STOP" in reply to any IFS marketing text message.

Please note that you cannot unsubscribe from certain correspondence from us, including messages relating directly to your account or purchases placed through the Site.

You may request the review, amend or delete certain personal information that we may hold about you by contacting us at the information provided below under How to Contact Us. We may request you verify your identity by providing us with your user email address and telephone number. You may also request we delete your user account.

## 9. Security

We maintain reasonable technical and organizational measures to protect personal information from loss, misuse, alteration, or unintentional destruction. We have implemented various security measures to protect both the personal information and the general information that we receive from you through the Service. Whenever you give out personal information online there is a risk that third parties may intercept and use that information. Although we seek to protect your personal information and privacy, we cannot guarantee the security of any information you disclose online. To the extent permitted under applicable law, we assume no liability or responsibility for disclosure of your information due to errors in transmission, unauthorized access by third parties, or other causes beyond our control.

You play an important role in keeping your information secure. You should not share your username or password with anyone. If you have reason to believe that your account is no longer secure, please contact us immediately at the contact information in the How to Contact Us section below.

## 10. Additional Disclosures for Residents of California

For residents of California, this section describes how we collect, use, and disclose, and/or "sell" (as defined under California law) the personal information of California residents, and the rights you may have under California law. These disclosures are intended to supplement this Privacy Policy with information required by California law.

To understand what personal information we may have collected about you in the past 12 months, and from where we collected it, please see the section Information We Collect above.

We collect this personal information, as further described in the Our Use of Personal Information section above, to operate, manage, and maintain our business, to provide our products and services, and to accomplish our business purposes and objectives.

We disclose the following categories of personal information for business or commercial purposes to the categories of recipients listed below:

|   |   |
|---|---|
| Identifiers                             | Service providers; Advertising partners and social media networks; third parties in connection with a change to the control or financial status of the company; Government bodies, dispute resolution organizations, law enforcement agencies, or third parties in connection with mandatory disclosures and legal rights |
| Professional/ Employment Information    | Service providers; Auditors, advisors, and financial institutions; third parties in connection with a change to the control or financial status of the company; Government bodies, dispute resolution organizations, law enforcement agencies, or third parties in connection with mandatory disclosures and legal rights |
| Financial and Transactional Information | Service providers; Auditors, advisors, and financial institutions; third parties in connection with a change to the control or financial status of the company; Government bodies, dispute resolution organizations, law enforcement agencies, or third parties in connection with mandatory disclosures and legal rights |
| User-generated Content                  | Service providers; third parties in connection with a change to the control or financial status of the company; Government bodies, dispute resolution organizations, law enforcement agencies, or third parties in connection with mandatory disclosures and legal rights   |
| Device Information                      | Service providers; Advertising partners and social media networks   |
| Internet Activity                       | Service providers; Advertising partners and social media networks   |

For more information on how your information is disclosed, please see the Our Disclosure of Personal Information section.

**Sale of Personal Information**

Our use of some cookies may be considered a “sale” under California law. California law defines “sale” broadly to include any disclosure of information in return for any value. The value does not need to be monetary like in a traditional sale. However, the disclosure of personal information to advertising partners and social media networks through cookies may qualify as a sale. You can opt out of these cookies by clicking the “Do Not Sell or Share My Personal Information” link at the bottom of the page.

The categories of personal information disclosed that may be considered a “sale” under California law are: Identifiers, Device Information, and Internet or Other Network Activity.

The categories of third parties to whom personal information was disclosed that may be considered a “sale” under California law are: advertising partners and social media networks.

We do not sell, or have actual knowledge of any sale of, the personal information of minors under 16 years of age.

## Your Rights

Under California law, you have a right to notice, upon collection, of the categories of personal information collected and the purposes for which the information will be used. In addition, California residents may have additional rights, subject to certain limitations, including:

- **Access:** You may have the right to access a copy of the categories and specific pieces of personal information that we have collected, used, and/or disclosed.
- **Correction:** You may have the right to request that we correct inaccurate personal information that we hold about you, taking into account the nature of the personal information and the purposes of the processing of the personal information.
- **Deletion:** You may have the right to request that we delete or anonymize your personal information, with certain exceptions.
- **Sale/Sharing Opt-out:** You may also have the right to opt-out of the sale of your personal information.
- **Limit Use and Disclosure:** You may have the right to limit our use and disclosure of sensitive personal information.
- **No Retaliation:** You have the right to be free from discrimination for exercising your rights.

You may exercise your right to opt-out of “sales” by clicking the “Do Not Sell or Share My Personal Information” link at the bottom of the page. We also recognize the Global Privacy Control as a valid request from you to opt out of the sale of your personal information.

If you wish to exercise any of these rights or have any questions or concerns regarding the processing of your personal information, please contact [privacy@ifscocoatings.com](mailto:privacy@ifscocoatings.com). We will respond to your request consistent with applicable law.

Please note, however, before we are able to process your request, we will need to properly verify your identity for security purposes. Where we possess appropriate information about you on file (e.g., name, phone number, email, or physical address), we will attempt to verify your identity using that information.

To use an authorized agent to make a request on your behalf, we require the authorized agent to provide proof that you gave the agent signed permission to submit the request. We may also require you to verify your identity directly with us or directly confirm with us that you provided the authorized agent permission to submit the request.

## Data Retention

We retain personal information about you for as long as necessary to provide you with our Service or to perform our business or commercial purposes for collecting your personal information. When establishing a retention period for specific categories of information, we consider who we collected the information from, our need for the personal information, why we collected the personal information,

and the sensitivity of the personal information. In some cases, we retain personal information for longer, if doing so is necessary to comply with our legal obligations, resolve disputes or collect fees owed, or is otherwise permitted or required by applicable law, rule, or regulation. We may further retain information in an anonymous or aggregated form where that information would not identify you personally.

#### 11. Additional Disclosures for Residents of Canada

This section contains additional disclosures for residents of Canada. As noted above, you may view and/or update certain information associated with your account by contacting us as described in the How to Contact Us section below. If you wish to request access to or correction of other personal information, or to opt-out of the processing of your personal information or request that we delete your personal information, you may contact us at [privacy@ifscoatings.com](mailto:privacy@ifscoatings.com) with the subject line "Canada Privacy" so that we can get your email to the right team. You may also contact us for information about how foreign-based service providers process your personal information or if you have any questions or complaints about the manner in which we treat your personal information.

We retain personal information for as long as necessary to fulfill the purposes for which the information was collected; as needed to address tax, corporate compliance, employment, litigation, and other legal rights and obligations; and as otherwise permitted by law.

#### 12. Additional Disclosures for Residents of Mexico

If you are resident of Mexico, you have the right to access the personal information we hold about you and to update and/or rectify it, oppose the use of your personal information for certain purposes, or delete it, subject to certain conditions. Some rights may be limited, and we may need to retain certain personal information, as required or permitted by applicable law. If you wish to access, update and/or rectify, or request the deletion of your personal information, or oppose the processing of your personal information, contact us at [privacy@ifscoatings.com](mailto:privacy@ifscoatings.com) with the subject line "Mexico Privacy" so that we can get your email to the right team. We will respond to your request consistent with applicable law.

As a US company, most of our operations are conducted in the United States and to provide the Service, personal information will be processed in the United States. We retain personal information for as long as necessary to fulfill the purposes for which the information was collected; as needed to address tax, corporate compliance, employment, litigation, and other legal rights and obligations; and as otherwise permitted by law.

#### 13. Notice for International Visitors

The Service is operated in the United States and is intended to be used only by residents of North America. If you are located outside of North America, please be aware that any personal information we collect will be transferred to, and processed, stored and used in the United States. The data protection laws in the United States may differ from those of the country in which you are located. By using the Service or providing us with any personal information, you consent to the transfer to, and the processing and usage of your personal information in, the United States as set forth in this Privacy Policy. If you are a resident of Canada or Mexico, please see the Additional Disclosures for Residents of Canada or Additional Disclosures for Residents of Mexico sections above for additional information about your rights.

#### 14. Links to Other Websites

For your convenience, we may link to third-party sites and services, or otherwise display third-party content through our Site to provide increased value to our visitors. We have no control over these linked sites, each of which has separate privacy and data collection policies and practices independent from us. As such we have no responsibility or liability for these independent policies or actions and are not responsible for the privacy practices or the content of any such websites. Please note that these other sites may send their own cookies to users, collect data, or solicit personal information, and we encourage you to review their policies before engaging with these third-party sites.

#### 15. Effective Date and Changes to This Privacy Policy

This Privacy Policy is effective as of the date at the top of this policy. IFS has the discretion to update this Privacy Policy at any time. When we do, we will revise the effective date at the top of this page. We encourage users to frequently check this page for any changes and to stay informed about how we are helping to protect the personal information we collect, especially before you provide information, and particularly personal information, directly to us through the Service. In the event of a material change to this Privacy Policy, we will provide a message through our website or via email informing you of the change.

#### 16. How to Contact Us

If you have any questions about this Privacy Policy or our Service, you can use our live chat feature or contact us at:

Phone – (866) 437-2864

Email – [coatingsinfo@ifscoatings.com](mailto:coatingsinfo@ifscoatings.com)