

PRIVACY POLICY

LAST UPDATED: 09/2023

Your privacy is very important to Chicago Switchboard, LLC d/b/a Sparkstone Electrical Group and the rest of the Chicago Switchboard family of companies. We do not sell or provide our customer information to any other party. Please read the following to learn more about our Privacy Policy.

Chicago Switchboard, LLC d/b/a Sparkstone Electrical Group, its subsidiaries and affiliates (collectively the “we,” “us,” or the “**Company**”) recognizes the importance of protecting the privacy of personal information collected from users of this website and other websites of the Company (collectively, the “**Website**”). This privacy statement discloses how we collect, use, and share this information. By accessing the Website, you are agreeing to the terms of this Privacy statement and the Terms of Usage Agreement. This Privacy Policy may be updated from time to time without notice so please check back periodically.

This site is restricted to users from the United States and those not governed by Privacy Policies of European Union. Users from other countries are advised not to disclose personally identifiable information on this Website, because the protection of their information will be under US law and may be different from the laws of their home country.

GENERAL SECURITY POLICY

The Company is aware of your privacy concerns and strives to collect only as much data as is required to make your experience in using the Website efficient and satisfying in an unobtrusive manner.

The security of your personal information is important to us. When you enter sensitive information (such as credit card number and/or business or personal identification numbers) on our registration, information request forms or order forms, we encrypt that information using encryption technology. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it, however, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

If you have any questions about security on our Website, [please contact us](#).

INFORMATION COLLECTION

As is true of most Web sites, when you access the Website we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, the pages you visit, operating system, date/time stamp, clickstream data and if you linked to our Website from another website, the address of that website. We use this information, which does not identify individual users, to analyze trends, administer the Website, track users’ movements around the Website and gather demographic information about our user base as a whole. We do not link this automatically-collected data to personally identifiable information.

If you purchase a product or service from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date). We use this information for billing purposes, to fill your orders and to respond to your inquiries. If we have trouble processing an order, we will use this information to contact you. We will use your financial information to bill you for products and services or process your transaction. By making a purchase on the Website, you consent to us providing your financial information to our service partners and other third parties as we determine necessary to process your transactions.

We do not collect personally identifiable information about you except when you specifically provide this information on a voluntary basis. We will make commercially reasonable efforts to ensure that whatever information you provide will be maintained in a secure environment.

We may make available services (for example, message boards, forums, chat functionality and blogs, among other services) to which you are able to post information and materials through the Website. Please note that any information you disclose through such services or otherwise on the Website becomes public information and may be available to visitors to the Website and to the general public. We urge you to exercise discretion and caution when deciding to disclose personal information, or any other information, on the Website. WE ARE NOT RESPONSIBLE FOR THE USE OF ANY PERSONAL INFORMATION YOU VOLUNTARILY DISCLOSE THROUGH THESE SERVICES OF THE WEBSITE.

COOKIES

"Cookies" are small text files a website can use to recognize repeat users. We use cookies to recognize visitors and more quickly provide personalized content or grant you unimpeded access to the website. With cookies enabled, you will not need to fill in password or contact information.

Information gathered through cookies also helps us measure use of our Website. Cookie data allow us to track usage behavior and compile data that we can use to improve the Website. This data will be used in aggregate form and no specific users will be tracked.

Generally, cookies work by assigning a unique number to the user that has no meaning outside of the Web site that he or she is visiting. You can easily turn off cookies. Most browsers have a feature that allows the user to refuse cookies or issues a warning when cookies are being sent. However, our site will not function properly without cookies. Enabling cookies ensures a smooth, efficient visit to our website.

We use a third-party tracking service that uses cookies to track non-personally identifiable information about visitors to our site in the aggregate to capture usage and volume statistics to help us improve our site. We have no access or control over these cookies.

This privacy statement covers the use of cookies by the Company's Website only and does not cover the use of cookies by any third party.

INFORMATION USE

The Company reserves the right to perform statistical analyses of user behavior and characteristics. We do this in order to measure interest in and use of the various areas of the website.

The Company collects IP addresses for system administration and record keeping. Your IP address is automatically assigned to your computer when you use the World Wide Web. Our servers record incoming IP addresses. The IP addresses are analyzed only in aggregate and no connection is made between you and your computer's IP address. By tracking IP addresses, we can determine which sites refer the most people to the Website. (Think of an IP address like your zip code; it tells us in general terms where you're from.)

CUSTOMER SERVICE

Based upon the personally identifiable information you provide us, we may send you a welcoming email to verify your username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by mail, email or telephone, in accordance with your wishes.

SHARING INFORMATION

Service Providers

We use independent third parties to provide billing services on our site. When you purchase a product or service from us, we will share contact and credit card information as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose including their own marketing purposes.

We may transfer any and all information that we collect from Website users to an affiliate or a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of the Company's business, assets or stock (including without limitation in connection with any bankruptcy or similar proceedings).

Links to Other Sites

This Website contains links to other sites that are not owned or controlled by the Company. Please be aware that we are not responsible for the privacy practices of such other sites.

We encourage you to be aware when you leave our site and to read the privacy statements of each and every Web site that collects personally identifiable information.

This Privacy Policy applies only to information collected by the Company's Website.

ACCESS TO PERSONALLY IDENTIFIABLE INFORMATION

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by making the change on your account page or by contacting us via the Contact Us feature at the bottom of the first page on this Website. We will respond to any request within 30 days.

LEGAL DISCLAIMER

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on the Company.

CHANGES IN THIS PRIVACY POLICY

If we decide to change our Privacy Policy, we will post those changes to this Privacy Policy on the home page, or other places we deem appropriate so that you may be aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this Privacy Policy at any time, so please review it frequently.

PRIVACY OF CHILDREN

The Company is dedicated to protecting the rights and privacy of children online. While the Website is not directed at children under age 18, we recognize that they may visit the site. We do not collect information from children that we know are under age 18 and we request that children under age 18 do not provide personally identifiable information through the Website.

CONTACT US

If you have any questions or suggestions regarding our privacy policy, [please contact us](#).