

PipeSak® Inc. Privacy Policy

Please read our privacy policy carefully to understand how we collect, use, store, protect, or otherwise handle your Personally Identifiable Information.

Periodic changes to our privacy policy may occur, please refer to this documentation for the most up-to-date version of our privacy policy. You can also e-mail PipeSak® to ask if there have been any changes to this document. If you have any questions regarding our Privacy Policy, please feel free to e-mail us using the contact information below.

“We”, “Us”, “Our”, and “PipeSak®” all refer to PipeSak® Incorporated

This policy is effective January 1st, 2025.

Definitions

For the purposes of this privacy policy, the following definitions apply:

PII – Personally Identifiable Information

As described by United States Privacy Law

Information which can be used to distinguish or trace an individual’s identity, such as their name, social security number, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother’s maiden name, etc.

As described by the European Union General Data Protection Regulation (GDPR)

‘personal data’ means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person

Data Collection and Use

What data is collected and when is it collected?

When accessing our website, we may collect your:

Internet Protocol (IP) address, approximate location (IP-based), web pages requested, referring web page, browser used, date and time accessed, type of device, operating system, internet service provider, age, gender, ad-related interests, and other usage data

When submitting an inquiry on our website, we may collect your:

Full name, company, job title, e-mail address, telephone number, any additional information voluntarily submitted through the body of the inquiry

When ordering a product, we may collect your:

Shipping address, name and contact information of the person receiving the shipment, and any additional delivery information required to fulfil our contract with you

When contacting us directly:

When you email us or respond to our emails, we collect your email address, name, and any other information you choose to include in the body of your email or response.

When you contact us by phone, we may collect the phone number that you used to call us, and any other information you choose to convey through the conversation.

How do we use the information?

All the information PipeSak® collects is intended solely for enhancing your experience as our customer. Specifically, we may use the information for:

Enhancing site features, administrating contests/promotions/surveys, sending periodic e-mails regarding your order or other PipeSak® products and services, sending periodic newsletters, sending our "Project List for Quotation" inquiry e-mails, to directly contact you in response to an inquiry, and for the completion of our contract with you

Whenever possible, the data that is captured by our analytics is stripped of personally identifiable information and aggregated before being reviewed.

Do we share or sell the information we receive?

We do not sell customer information.

However, we work closely with our marketing partner and in some cases, we may share information with them for the sole purpose of enhancing your experience as our customer, as outlined above in the “How do we use the information?” section of this policy. We require our marketing partner to adhere to this policy.

We may share your information with our affiliates or business partners, in which case we will require those affiliates and partners to honor this policy. Affiliates include any subsidiaries, joint venture partners, or other companies that we control or that are under common control with us.

Certain information is automatically shared with our website hosting partner and other parties who assist us in operating our website, conducting our business, or serving our users. These parties are under obligation to keep this information confidential in adherence with this policy.

To complete our contract with you, we may need to share information with other third-party organizations. For example, we may share your shipping address with our freight provider so that they can deliver your order.

Under certain circumstances, we may be required to disclose the information we have collected in response to valid requests by public authorities (e.g. in response to a lawful court order).

How do we protect your information?

At PipeSak® we take data protection seriously and make every available effort to ensure that the information and data that we have is not inappropriately accessed, disclosed, copied, modified, or otherwise compromised.

Any information that we collect is contained behind a secure network, and only accessible by a limited number of people who have explicit access rights. Only authorized PipeSak® employees are granted access rights. Anyone with access is required to keep all information confidential in adherence with this policy.

How long do we retain information?

We retain information for as long as is necessary for the purposes set out in this policy, and to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our legal agreements and policies.

Additional Information

Analytics Information

We use third-party analytics tools to help us measure traffic and usage trends. We use this information in conjunction with analytics information from other users so that it cannot reasonably be used to identify any individual user.

Specifically, we employ the use of: [Google AdSense Remarketing](#), [Google Display Network Impression Reporting](#), [Google Demographics and Interests Reporting](#), [DoubleClick Platform Integration](#), [HotJar Analytics](#), [Bing Advertising](#)

Cookies

What are they?

Cookies are a small file that websites place on your computer that enables the site or service providers' systems to recognize your browser and remember certain information. [Learn more here](#).

What do we use them for?

We use both persistent and session cookies to compile aggregate data about site traffic, site interaction, increase website functionality, understand and save users' preferences, and for advertising purposes.

Can I disable or get rid of them?

Yes. All web browsers are different, so you may have to look up how to disable cookies on your specific browser. Click on the following links to disable cookies in [Firefox](#) or [Chrome](#). *Websites may not function properly without cookies enabled.*

Opting Out

Users of the website have options available to them for opting-out of information collection.

Users can visit the [Google Ad Settings Page](#), and edit preferences.

Users can visit the [Network Advertising Initiative Opt-Out](#) website

Users can install the [Google Analytics Opt-Out Browser Addon](#)

Users can install other cookie-blocking addons such as [Privacy Badger](#), [NoScript](#), [uBlock Origin](#)

Your Rights

You have many rights you may exercise:

You have the right to rectify any inaccurate personal data concerning yourself

You have the right to access any personal data concerning yourself

You have the right to erasure ('to be forgotten')

You have the right to restrict processing concerning yourself

You have the right to data portability, to take your information where you want

You have the right to object to processing, in part or in whole

You have the right to be notified of any rectification or erasure of personal data

Consequences of Not Consenting

When you choose to not supply your consent or withdraw your consent to data processing by PipeSak®, we may be unable to fulfil our contract to you.

For example, to ship our products to you, we require a shipping address and the name and phone number of the shipping receiver. Without this information, we are unable to complete the shipment.

When you choose to not supply your consent or withdraw your consent by not allowing cookies, parts of our website may not function correctly and we will be unable to provide services connected to the website, such as the "Request a Spacing" form.

Limits of our Policy

Our site may contain links to third-party sites and services which are not operated by us. These sites and services have their own privacy policies. This privacy policy does not apply to any of your activities after you leave our website.

Contact

If you have any questions or would like to exercise any of your rights, please contact:

Garrett Wilde
747 Hyde Park Road
Suite 125
London, Ontario, Canada
N6H3S3

Phone: 1-519-472-5080
Toll Free: 1-866-PIPESAK (747-3725)
Fax: 1-519-472-5748
Email: gwilde@pipesak.com

Compliance

California Online Privacy Protection Act ([CalOPPA](#))

In accordance with CalOPPA, we agree:

Users can e-mail PipeSak® to request changes to any of the PII that has been collected

Our Privacy Policy will be posted on our main page

Our Privacy Policy will contain the word Privacy, and is easily accessible

Children Online Privacy Protection Act 2003 ([COPPA](#))

In accordance with COPPA, we agree:

PipeSak® does not specifically market to children under the age of 13 years old

If collected information is found to be identifiable to a child under the age of 13, that information will never be disclosed to third parties and the information will not be retained.

If you believe your child's information has been collected by PipeSak®, please contact us for immediate deletion of the information

Areas of our website requiring a registration process or form fill are solely directed to individuals of at least 18 years of age

Controlling the Assault of Non-Solicited Pornography and Marketing Act 2003 ([CAN-SPAM](#))

In accordance with CAN SPAM, we agree:

PipeSak® will not use misleading header information, and will only use accurate "From", "To", "Reply-To" and routing information

PipeSak® will not use deceptive subject lines

PipeSak® will reasonably identify any e-mails which are advertisements as such

PipeSak® will provide email recipients with the location of our office

PipeSak® will provide email recipients with a clear and conspicuous opt-out instructions on all email correspondence, and will honor opt-out requests promptly

Fair Information Practice Principles ([FIPPs](#))

In accordance with FIPP, we agree:

Consumers will be given notice of PipeSak®'s information practices via our Privacy Policy including who is collecting the data, the uses of that data, potential recipients of the data, the nature and means of collection, and the steps taken to ensure confidentiality, integrity and quality of the data

You have options to control how your data is used. As explained above, you may opt-out of information collection at any time and you can contact PipeSak® for deletion of any data you have provided us

You may request to view any data which we have collected about you, and you may verify or contest its accuracy. PipeSak® will not charge you to view data which you have provided us.

Any information PipeSak® collects will be secured against physical and digital security threats, internal or external.

PipeSak® agrees with the Individual Redress Principle, which means that individuals have the right to legally pursue enforceable rights against data collectors and processors failing to adhere to the law.

PipeSak® will notify you within 7 business days of any data breach which may affect you