

# Pacojet USA Privacy Policy

## 1. General data protection information

### a) Name and address of the responsible party

The proper handling of your personal data is very important to us at Swiss Culinary Equipment d/b/a Pacojet USA, PO Box 49338, Greensboro, NC 27419 ("Pacojet USA") We process your personal data in compliance with the data protection regulations applicable in the United States. In the following, we will set out which personal data are collected by us, how this data are used by us and which rights you have with regard to the use of your data.

### b) Contact person for questions relating to data protection

In the event of any questions relating to data protection at Pacojet USA or if you wish to assert your rights as a data subject, please contact our data protection officer by email at [info@swissculinaryequipment.com](mailto:info@swissculinaryequipment.com). Alternatively, you can write to us at:

Pacojet USA  
PO Box 49338  
Greensboro, NC 27419

### c) Scope of processing of personal data

In general, we only process your personal data to the extent required for the provision of services and the maintenance of a functional website. Personal data is only processed as permitted by law.

## 2. Collection and storage of personal data

### a) Offers and requests

Regardless of how you choose to contact us, either personally, by phone, email or using the contact form, we always follow the same procedure in the interest of a personal provision of services. Whenever possible, we try to keep you informed of our data protection regulations in advance and - where required - obtain your consent before we commence with processing your offer or request. Therefore, we store the following personal data in our system:

- forename and surname;
- company name;
- address (street, house number, postcode, place, country);
- where applicable, additional contact details (telephone number, email address).

In the event of queries relating to technical services (e.g., repairs, work covered by guarantees, etc.), we will store the following data in our system in addition to the above personal data:

The serial number and the user data of your Pacojet products.

### b) Visits to our website

Every time you visit our websites, our system will automatically collect the following information:

Information on the browser type and version used;  
the user's operating system and internet service provider;  
the user's IP address;

the website from which the user accesses our websites;  
the websites accessed by the user's system via our website.

This information is stored to ensure the proper functioning of our website. In addition, we use the data to optimise our website and ensure the safety of our systems. The storage of this data is mandatory for the operation of the website. **The collected data are erased after a maximum of seven days.** The storage of data exceeding this period is possible, however the IP addresses will then be anonymised so that they can no longer be associated with the user.

#### **d) Subscription to the newsletter**

If you subscribe to the free Pacojet USA newsletter, we will collect personal information in order to confirm your consent to the Pacojet USA newsletter subscription during the registration process and then periodically send you your personal newsletter. Therefore, we store the following personal data in our system:

- first name and last name;
- email address; and
- Country.

You can withdraw your consent for the storage of the data, email address and the use for the distribution of the newsletter at any time by clicking on the “unsubscribe” link at the bottom of the newsletter.

We utilize MailChimp to distribute our newsletter. When you sign up for our newsletter, your data is transmitted to MailChimp exclusively for the purpose of newsletter distribution. MailChimp is prohibited from sharing your data to third parties or from using it for any other purpose. MailChimp's Privacy Policy is available at <https://mailchimp.com/legal/privacy/>.

#### **e) Cookies**

Our websites use cookies. Cookies are text files stored on your system to make the use of our websites easier and personal for when you visit our site again. This involves the storage of the following data:

language settings;  
log-in information.

Specifically, we use the following cookies:

We use these cookies and other similar technologies for a number of purposes, including:

- Keeping your preferences
- To provide you with the service you chose to receive from us
- Understanding how you use our website
- To monitor and analyze the performance, operation, and effectiveness in order to improve the Pacojet USA Website

- To understand and improve the impact of our marketing campaigns
- For security needs and fraud-protection purposes and in order to identify and prevent cyber-attacks

### **Duration:**

Depending on their function, Cookies may have different durations. There are session cookies and persistent cookies:

1. Session cookies only last for your online session. It means that the browser deletes these cookies once you close your browser
2. Persistent cookies stay on your device after the browser has been closed and last for the period of time specified in the cookie

### **Categories:**

The cookies used on our website fall into one of four categories:

1. Essential Cookies let you move around the website and use essential features like secure and private areas.
2. Analytic Cookies let us understand how you use our website (e.g. which pages you visit), to provide statistics on how our website is used, improve the website by identifying any errors, and performance issues.
3. Functional cookies are cookies used to remember choices users make to improve their experience (e.g. language).
4. Marketing cookies are used to collect information about the impact of our marketing campaigns performed in other websites on users and non-users.

### **Essential Cookies**

These cookies enable core functionality such as security, network management, and to provide you with access to features such as your profile and purchases, member-only resources, and other areas website. You may disable these these by changing your browser settings, but this may affect how the website functions.

<b>Name</b>	<b>Function</b>	<b>Duration</b>
cookie_notice_accepted	Storage of cookie settings	1 month
pll_language	Storage of the current language settings	1 year
PHPSESSID	Session cookie	End of session

To protect our website from improper, automated spying and spam, Google Inc., 1600 Amphitheatre Parkway in Mountain View, California, United States. In addition, Google Inc. uses the following cookies with the following terms to integrate the “reCAPTCHA” service:

Name	Duration
NID	1 year
1P_JAR	1 month
ANID	9 months
CONSENT	19 years
DV	10 minutes
CGIG	180 days

Additional information on reCAPTCHA is available at <https://policies.google.com/privacy?hl=en>.

The cookies set by third parties with your consent for the analysis of your surfing behaviour and marketing purposes are set out below:

Name	Function	Provider	Duration
_fbp	Display of third-party advertisements	Google Tag Manager	3 months
_ga	Registration of a unique ID for the generation of statistical data regarding the visit to the website	Google Tag Manager	2 years
_gcl_au	Measurement of advertising efficiency	Google Tag Manager	3 months
_gid	Registration of a unique ID for the generation of statistical data regarding the visit to the website	Google Tag Manager	1 day
_gat	Limitation of request rate	Google Tag Manager	1 day

You can configure the storage of cookies in your browser settings. Deactivating cookies may mean that you cannot use all functions on our website.

Alternately, it is also possible to stop your browser from accepting cookies altogether by changing your browser's cookie settings. You can usually find these settings in the "options" or "preferences" menu of your browser.

Please note that deleting our cookies, disabling future cookies or tracking technologies may prevent you from accessing certain areas or features of our Services, or may otherwise adversely affect your user experience.

The following links may be helpful, or you can use the "Help" option in your browser.

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

To opt out from and prevent your data from being used by Google Analytics across all websites, check out the following instructions: <https://tools.google.com/dlpage/gaoptout>.

We may update this Cookie Policy. We encourage you to periodically review this page for the latest information about cookies set by PacojetUSA.com.

### **3. Disclosure of personal data to third parties**

In addition to the cases explicitly mentioned in this privacy policy, your personal data will only be forwarded without your express prior consent if it is legally permissible or required.

Where we cooperate with external service providers, these have been carefully selected by us and meet the high requirements regarding data protection and data security. They are committed to strict confidentiality and process the data exclusively on our behalf and in accordance with our instructions. The legal basis for working with these service providers is the corresponding data processing agreements.

#### **a) Transmission of customer data for order processing**

Personal data collected within the scope of order processing are processed and used for fulfilment of obligations based on agreements. The data required for service performance can also be passed on to commissioned third parties, e.g. carriers, banks, insurance companies and other service providers (the legal basis for this is Article 6 (1) lit. b GDPR).

#### **b) Provision of technical services for global quality assurance, support**

Together with our partners, we operate a national network of service centres, which are responsible for the provision of technical enquiries, repairs and warranty work on our products. For the implementation of these services, we exchange information with our partners on a case-by-case basis and using secure data transmission channels to diagnose errors, clarify warranty claims and exchange expert knowledge. In doing so, it is often necessary for personal data and usage-specific data to be exchanged. For this purpose, we store and transmit the following personal data.

- forename and surname;
- company name;
- address (street, house number, postcode, place, country);
- additional contact details (telephone number, email address);
- serial number and usage data of the device.

The service centre selected by you is responsible for data processing in connection with the provision of support services.

#### **c) Google web analytics services**

##### *Google Analytics*

We use Google Analytics for the needs-based design and continuous optimisation of our websites. These are provided by Google Inc, 1600 Amphitheatre Parkway in Mountain View, California, United States. While you visit our website, our system creates anonymous usage evaluations, which include the following data:

Information on the browser type and version used; the user's operating system and Internet service provider; the user's IP address; the website from which the user accesses our websites; the websites accessed by the user's system via our website.

After you leave our website, the data collected are transmitted to a Google server in the USA, and are stored there to analyse your use of our websites, create reports on website activity and provide additional services related to the use of the website.

Under no circumstances will Google link your IP address with other Google data. The IP addresses are anonymised, so that association with a specific user is not possible.

Google Analytics uses cookies (see above). These are text files that are stored on your computer and enable the analysis of your website use. The information generated by the cookie on the use of this website is generally transmitted to a Google service where it is then stored.

We use Google Analytics to analyse the use of the website and regularly optimise it. The statistics can be used to improve the web services and make them more interesting for users. The use of Google Analytics can be deactivated at any time at <https://tools.google.com/dlpage/gaoptout?hl=en>. An opt-out-cookie is set which prevents the collection of your data during future visits to this website.

Google complies with the data protection regulations of the so-called "EU-US Privacy Shield" framework agreement and is registered with the "EU-US Privacy Shield" programme of the US Department of Commerce. Further information on the data protection regulations of Google are available at <https://policies.google.com/privacy?hl=en>.

The storage of Google Analytics cookies is based on Article 6 (1) lit. a GDPR. The analysis of user behaviour for optimisation of the website and advertising of the website operator is only conducted with your consent.

Additional information on how Google Analytics deals with user data is available in Google's privacy policy at: <https://support.google.com/analytics/answer/6004245?hl=en>.

#### *Google Tag Manager*

With the Google Tag Manager, marketers can manage website tags via an interface. The Tag Manager itself, which uses the tags, however, works without cookies and does not collect any personal data. The Google Tag Manager merely triggers other tags which may in turn collect data, but not use it. If you have disabled cookies or otherwise deactivated them, this will apply to all tracking tags used with the Google Tag Manager; i.e. the tool does not change your cookie settings. Additional information on how the Google Tag Manager works is available at: [https://support.google.com/tagmanager/answer/6102821?hl=en&topic=2574304&ctx=topic&visit\\_id=637263346972518880-1725731208&rd=2](https://support.google.com/tagmanager/answer/6102821?hl=en&topic=2574304&ctx=topic&visit_id=637263346972518880-1725731208&rd=2).

It is possible that Google will request your consent to share some product information (e.g. your account information) with other Google products to activate specific features, e.g. making it easier to add new conversion tracking tags for AdWords. Google's developers also periodically review product usage information to further optimise the product. Google will however never share this data with other Google products without your consent.

#### *IP anonymisation*

On behalf of the operator of this website, Google will use this information to analyse the use of the website, create reports on website activities and provide the website operator with additional services related to website and internet use. The IP address transmitted by your browser as part of Google Analytics will not be merged with other Google data.

#### *Browser plug-in*

You can prevent the storage of cookies by configuring the relevant settings in your browser software. However, please note that if you do this you may not be able to use all the functions of this website.

You can also prevent Google from collecting the data generated by the cookie and relating to your use of the website (including your IP address) as well as the processing of this data by Google by downloading and installing the browser plug-in available at: <https://tools.google.com/dlpage/gaoptout?hl=en>.

#### **d) Use of social media plug-ins**

Our websites use the social media plug-ins from the social networks Facebook (operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA, privacy policy at <https://www.facebook.com/help/568137493302217>), Instagram (operated by Instagram Inc., 1601 Willow Road, Menlo Park, CA 94025, USA, privacy policy at <http://instagram.com/about/legal/privacy/>) and LinkedIn (operated by LinkedIn 1000 W Maude Ave Sunnyvale, CA, privacy policy at <https://www.linkedin.com/legal/privacy-policy>). You can recognise the plug-ins by their corresponding logos. When you visit our website, your browser will create a direct connection to the plug-in operator's servers. The content of the plug-in is directly transmitted to your browser, which integrates the plug-in into the website. As the provider of the website, we have no knowledge of the content and scope of the collection and use of this data. In the event that a user is not a member of the social media networks used by us, it is still possible that their IP address will be obtained and stored by the operator of the relevant social media network.

We have built dynamic links to social networks. You will find the relevant links on the website under the "share" button. Under the "share" menu you will find a selection of social networks through which you can share content from our website. If you click on the button of a specific social network while you are signed into the relevant social network, the social network operator will recognise this. Your browser will create a direct connection to the server of the relevant social network. The social network receives the information that your browser has accessed from the corresponding page of our website. This information (including your IP address) is transmitted from your browser directly to the social network server and stored there. The social network also directly assigns your visit to our website to your profile. If you click on the button of a social network, you will be directly forwarded to your profile on this social network. You can then use the usual functions such as "share".

We may integrate and use Facebook remarketing tags on our websites. The default settings of the Pacojet websites are configured so that the integrated remarketing tags are deactivated. After selecting and activating the remarketing tags, a direct connection is created between the browser of the visitor to the website and the Facebook server. Facebook thus obtains the visitor's IP address and with this the information that the visitor has visited the corresponding website. This allows Facebook to allocate the visitor to the Pacojet website to the possible Facebook user account of the visitor. Pacojet can use such information to display Facebook ads. If a visitor to the Pacojet website is forwarded to Facebook, Facebook's privacy policy will apply. Additional information is available in the Facebook privacy policy at <https://www.facebook.com/about/privacy/>.

If you do not want the operators of the social media networks to be able to associate your visit to our websites with your social media user account, please sign out of the relevant social media networks before visiting our website.

#### **e) Transmission within the corporate group**

The data that we share within our group of companies are jointly processed by us as required for internal administrative purposes including joint customer support.

### **4. Security**

We use appropriate technical and organisational security measures to protect your data from accidental or intentional manipulations, partial or complete loss, destruction or against unauthorised third-party access. Our security measures are continuously improved in line with technological developments.

### **5. Rights of the data subjects**

Under the respective legal requirements, you have a right to information regarding the personal data stored about you, the right to rectification of incorrect data, the right to restriction of processing and/or

erasure as well as the right to data portability and the right to object. To exercise your rights and in case of any further questions on the use of your personal data, please do not hesitate to contact us. Please address your request to the contact person named in Section I. b) with clear identification of who you are.

You have the right to withdraw your consent to the processing of personal data at any time. The withdrawal of consent will, however, not affect the legitimacy of the processing which occurred prior to the withdrawal of consent.

You have the right to launch a complaint with a supervisory authority, in particular in the member state of your place of residence, your place of work or the place of the alleged violation, if you are of the opinion that the processing of your personal data is unlawful.

We do not make automated decisions including profiling.

## **6. Storage location and storage duration of your personal data**

We store your data on systems based in USA. Unless specifically stated otherwise, we will only store personal data for as long as necessary to fulfil the pursued purposes or as required in accordance with the legal regulations, in particular statutory retention requirements, or until you withdraw your consent.

## **7. Links**

This Privacy Policy applies solely to Pacojet; it does not extend to third parties to which we refer via our website. We have no influence on the privacy policies of the third parties linked with our websites. The operators of the linked websites are solely responsible for their content.

## **8. Validity of the privacy policy**

This privacy policy is currently valid and was issued on 1<sup>st</sup> May 2021. You can obtain it and print it at any time by accessing it via our website at <https://pacojetusa.com>

## **Changes to Our Privacy Policy**

We may update our privacy policy from time to time. If we make material changes to how we treat our users' personal information, we will post the new privacy policy on this page with a notice that the privacy policy has been updated.

The date the privacy policy was last revised is identified at the top of the page. You are responsible for periodically visiting this privacy policy to check for any changes.

## **Contact Information**

In the event of any questions relating to this policy, please contact our data protection officer by email at [info@swissculinaryequipment.com](mailto:info@swissculinaryequipment.com). Alternatively, you can write to us at:

Swiss Culinary Equipment, Inc. d/b/a Pacojet USA  
Attn: Privacy Officer  
PO Box 49338  
Greensboro, NC 27419

# Pacojet USA Privacy Policy for California Residents

**Effective Date:** May1, 2021

**Last Updated on:** May 1, 2021

**This Privacy Policy for California Residents** supplements the information contained in the Pacojet Companies' App Privacy Policy and applies solely to all visitors, users, and others who reside in the State of California ("consumers" or "you"). We adopt this notice to comply with the California Consumer Privacy Act of 2018 ("CCPA") and any terms defined in the CCPA have the same meaning when used in this Policy.

## Information We Collect

Our Website collects information that identifies, relates to, describes, references, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer, household, or device ("personal information").

In particular, our Website has collected the following categories of personal information from consumers within the last twelve (12) months:

Category	Examples	Collected
A. Identifiers.	A real name, alias, city, country, zip code, postal address, unique personal identifier, username, Internet Protocol address, email address, account name, or other similar identifiers.	YES
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	Name, address, employment information. Some personal information included in this category may overlap with other categories.	YES
C. Protected classification characteristics under California or federal law.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	NO

D. Commercial information.	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	YES
E. Biometric information.	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.	NO
F. Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	NO
G. Geolocation data.	Physical location or movements.	NO
H. Sensory data.	Audio, electronic, visual, thermal, olfactory, or similar information.	NO
I. Professional or employment-related information.	Current job history.	YES
J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)).	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.	NO
K. Inferences drawn from other personal information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	NO

Our Website obtains the categories of personal information listed above from the following categories of sources:

- Directly from you. For example, from forms you complete.

- Indirectly from you. For example, from observing your actions on our Website.

### **Use of Personal Information**

We may use or disclose the personal information we collect for one or more of the following purposes:

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information to request a price quote or ask a question about our products or services, Pacojet USA will use that personal information to respond to your inquiry. If you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate delivery. We may also save your information to facilitate new product orders or process returns.
- To provide, support, personalize, and develop our Website, products, and services.
- To provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.
- To personalize your Website experience and to deliver content and product and service offerings relevant to your interests.
- To help maintain the safety, security, and integrity of our Website, products and services, databases and other technology assets, and business.
- For testing, research, analysis, and product development, including to develop and improve our Website, products, and services.
- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.
- As described to you when collecting your personal information or as otherwise set forth in the CCPA.
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us about our Website users is among the assets transferred.
  - We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

### **Sharing Personal Information**

We may share your personal information by disclosing it to a third party for a business purpose. We only make these business purpose disclosures under written contracts that describe the purposes, require the recipient to keep the personal information confidential, and prohibit using the disclosed information for any purpose except performing the contract. In the preceding twelve (12) months, Company has disclosed personal information for a business purpose to the categories of third parties indicated in the chart below. We do not sell personal information.

Personal Information Category	Category of Third-Party Recipients	
	Business Disclosures	Sales Purpose
A: Identifiers.	Service providers; affiliates; partners; parent or subsidiary organizations	None
B: California Customer Records personal information categories.	Service providers; affiliates; partners; parent or subsidiary organizations	None
C: Protected classification characteristics under California or federal law.	None	None
D: Commercial information.	None	None
E: Biometric information.	None	None
F: Internet or other similar network activity.	None	None
G: Geolocation data.	None	None
H: Sensory data.	None	None
I: Professional or employment-related information.	None	None
J: Non-public education information.	None	None
K: Inferences drawn from other personal	None	None

information.		
--------------	--	--

**Your Rights and Choices**

The CCPA provides California residents with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

***Right to Know and Data Portability***

You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months (the “right to know”). Once we receive your request and confirm your identity (see Exercising Your Rights to Know or Delete), we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- If we sold or disclosed your personal information for a business purpose, two separate lists disclosing:
  - sales, identifying the personal information categories that each category of recipient purchased; and
  - disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.
- The specific pieces of personal information we collected about you (also called a data portability request).

***Right to Delete***

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions (the “right to delete”). Once we receive your request and confirm your identity (see Exercising Your Rights to Know or Delete), we will review your request to see if an exception allowing us to retain the information applies. We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.

- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *et. seq.*).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.
  - We will delete or deidentify personal information not subject to one of these exceptions from our records and will direct our service providers to take similar action.

### ***Exercising Your Rights to Know or Delete***

To exercise your rights to know or delete described above, please submit a request by either:

- Calling us at 336-763-9392
- Emailing us at [info@swissculinaryequipment.com](mailto:info@swissculinaryequipment.com).

Only you, or someone legally authorized to act on your behalf, may make a request to know or delete related to your personal information.

You may only submit a request to know twice within a 12-month period. Your request to know or delete must provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.

Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

You do not need to create an account with us to submit a request to know or delete.

We will only use personal information provided in the request to verify the requestor's identity or authority to make it.

### ***Response Timing and Format***

We will confirm receipt of your request within ten (10) business days. If you do not receive

confirmation within the 10-day timeframe, please contact [info@swissculinaryequipment.com](mailto:info@swissculinaryequipment.com).

We endeavor to substantively respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to another 45 days), we will inform you of the reason and extension period in writing.

We will deliver our written response by mail or electronically, at your option.

Any disclosures we provide will only cover the 12-month period preceding our receipt of your request. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

You do not need to create an account with us to exercise your opt-out rights. We will only use personal information provided in an opt-out request to review and comply with the request.

### **Non-Discrimination**

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

### **Changes to Our Privacy Policy**

We reserve the right to amend this privacy policy at our discretion and at any time. When we make changes to this privacy policy, we will post the updated notice on the Website and update the notice's effective date. **Your continued use of our App following the posting of changes constitutes your acceptance of such changes.**

### **Contact Information**

If you have any questions or comments about this notice, the ways in which the Pacojet Companies collect and use your information described here, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at:

**Phone:** 336-763-9392

**Email:** [info@swissculinaryequipment.com](mailto:info@swissculinaryequipment.com).

**Postal Address:**

Swiss Culinary Equipment, Inc. d/b/a Pacojet USA

Attn: Privacy Officer

PO Box 49338

Greensboro, NC 27419

If you need to access this Policy in an alternative format due to having a disability, please contact us at [info@swissculinaryequipment.com](mailto:info@swissculinaryequipment.com). or 336-763-9392.