

## Star Plumbing and Drain, LLC - Privacy Policy

### How We Collect and Use Information

We may collect the following types of information about you:

Information you provide us directly:

We may ask for certain information such as your real name, birthdate, address, phone number and e-mail address whenever you are doing business with **Star Plumbing and Drain, LLC** or if you correspond with us. We may also retain any messages you send through the Service. We use this information to operate, maintain, and to help us serve you better.

### Information we may receive from third parties:

We may receive information about you from third parties. For example, if you access our websites or Service through a third-party connection or log-in, for example, through Facebook Connect, by “following,” “liking,” adding **Star Plumbing and Drain, LLC**, linking your account to **Star Plumbing and Drain, LLC** Service, etc., that third party may pass certain information about your use of its service to Star Plumbing and Drain, LLC.

This information could include, but is not limited to, the user ID associated with your account (for example, your Facebook UID), an access token necessary to access that service, any information that you have permitted the third party to share with us, and any information you have made public in connection with that service. If you allow us access to your friends list, your friends’ user IDs, and your connection to those friends, may be used and stored to make your experience more social, and to allow you to invite your friends to use our Service as well as provide you with updates if and when your friends visit **Star Plumbing and Drain, LLC** website or any social media advertise on **Star Plumbing and Drain, LLC** website or any social media.

You should always review, and if necessary, adjust your privacy settings on third-party websites and services before linking or connecting them to **Star Plumbing and Drain, LLC** Service. You may also unlink your third party account from the Service by adjusting your settings on the third party website, link or services.

Inviting a friend to use **Star Plumbing and Drain, LLC**

**Star Plumbing and Drain, LLC** may, in its sole discretion, develop a feature that allows you to invite third parties to the Service. If you choose to use our invitation service to

invite a third party to the Service through our “Invite friends” feature, you may directly choose a friend to invite through your mobile device’s native contact list – but we do not require that you import your contacts list to the Service. You understand that by inviting a friend to **Star Plumbing and Drain, LLC** through the “Invite friends” feature, you are directly sending a text or email from your personal accounts. In addition, you understand and agree that normal carrier charges apply to communications sent from your phone. Since this invitation is coming directly from your email or phone, we do not have access to or control this communication.

#### **Finding your friends using our Service:**

**Star Plumbing and Drain, LLC** may, in its sole discretion, develop a feature that allows you to locate your friends with **Star Plumbing and Drain, LLC**’ accounts through a “Find friends” feature. The “Find friends” feature allows you to choose to locate friends either through (i) your contact list, (ii) social media sites (such as twitter or Facebook) or (iii) through a search of names and usernames on **Star Plumbing and Drain, LLC**. If you choose to find your friends through your contact list, then you agree to provide **Star Plumbing and Drain, LLC** access to your contact list such that we can perform the search necessary to determine whether or not someone associated with the information you provide is using **Star Plumbing and Drain, LLC**.

If you choose to find your friends through social media sites, then you understand that the information these sites provide to use to conduct this type of search is governed by their privacy policies and your account settings on those sites. If you choose to find your friends through a search of names or usernames, then simply type a name to search and see if that name or username appears on our Service. Note that we do not retain any information contained in your contacts list, or information from social media sites about your contacts, and we do not use such information for any purpose other than to help you find your friends on **Star Plumbing and Drain, LLC** website or any other social medial site.

#### **Analytics information:**

We may directly collect analytics data, or use third-party analytics tools and services, to help us measure traffic and usage trends for the Service. These tools collect information sent by your browser or mobile device, including the pages you visit and other information that assists us in improving the Service. We collect and use this analytics information in aggregate form such that it cannot reasonably be manipulated to identify any particular individual user.

### **Device identifiers:**

When you access the Service by or through a mobile device (including but not limited to smart-phones or tablets), we may access, collect, monitor and/or remotely store one or more “device identifiers,” such as a universally unique identifier (“UUID”). Device identifiers are small data files or similar data structures stored on or associated with your mobile device, which uniquely identify your mobile device. A device identifier may be data stored in connection with the device hardware, data stored in connection with the device’s operating system or other software, or data sent to the device by **Star Plumbing and Drain, LLC**. A device identifier may convey information to us about how you browse and use the Service. A device identifier may remain persistently on your device, to help you log in faster and enhance your navigation through the Service. Some features of the Service may not function properly if use or availability of device identifiers is impaired or disabled.

### **Location data:**

When you access the Service by or through a mobile device, we may access, collect, monitor and/or remotely store “location data,” which may include GPS coordinates (e.g. latitude and/or longitude) or similar information regarding the location of your mobile device. Location data may convey to us information about how you browse and use the Service. Some features of the Service, particularly location-based services, may not function properly if use or availability of location data is impaired or disabled.

### **Commercial and marketing communications:**

We use the information we collect or receive, such as your email address, to communicate directly with you. We may send you emails containing newsletters, promotions, and special offers. If you do not want to receive such email messages, you may choose to opt out or change your preferences. We also use your information to send you Service-related emails (e.g., account verification, purchase and billing confirmations and reminders, changes/updates to features of the Service, technical and security notices). You may not opt out of Service-related emails. You may also be able to be “found” on **Star Plumbing and Drain, LLC** based on information that you provide (see “Find friends on **Star Plumbing and Drain, LLC** above.

## Use of certain service type information we collect about you:

We use or may use cookies, log file, device identifiers, location data and clear gifs information to: (a) remember information so that you will not have to re-enter it during your visit or the next time you visit the site; (b) provide custom, personalized content and information; (c) to provide and monitor the effectiveness of our Service; (d) monitor aggregate metrics such as total number of visitors, traffic, and demographic patterns; (e) diagnose or fix technology problems; (f) help you efficiently access your information after you sign in; (g) to provide advertising to your browser or device, and (h) automatically update the **Star Plumbing and Drain, LLC** application on your mobile devices.

## Sharing of Your Information

We will not rent or sell your information into third parties outside **Star Plumbing and Drain, LLC** and its group companies (including any parent, subsidiaries and affiliates) without your consent, except as noted below:

Who we may share your information with: We may share your information with third-party business partners and Trusted Users for the purpose of providing the Service requested by you. Third party business partners will be given limited access to your information as is reasonably necessary to deliver the Service.

# Star Plumbing and Drain, LLC - Privacy Policy

## Who can see User Contents?

Any User Content that you voluntarily disclose for posting to the Service becomes available to the public and might be or may not be removed, except by **Star Plumbing and Drain, LLC** in its sole discretion? Once posted on **Star Plumbing and Drain, LLC**, User Content may not be removable from public view, as copies may remain viewable in cached and archived pages of the Service, on other sites that have republished us, or if other Users have copied or saved that information.

If you do not wish your User Content to be available to the public, please don't post it on **Star Plumbing and Drain, LLC**. Your username and if you choose to disclose it, your real name, will be published publicly. Once published your username and / or real name may not be able to be removed.

Who can see your IP address: If you post User Content on the Service while not logged in, your IP address will be published with your User Content in order to attribute your contribution to the Service. Any third party service embedded on **Star Plumbing and Drain, LLC** such as an advertiser, video provider, social network or other third party will also have access to your IP address.

## **What happens in the event of a change of control?**

We may buy or sell/divest/transfer the company (including any shares in the company), or any combination of its products, services, assets and/or businesses. Your information such as customer names and email addresses, User Content and other user information related to the Service may be among the items sold or otherwise transferred in these types of transactions. We may also sell, assign or otherwise transfer such information in the course of corporate divestitures, mergers, acquisitions, bankruptcies, dissolutions, reorganizations, liquidations, similar transactions or proceedings involving all or a portion of the company.

Instances where we are required to share your information:

**Star Plumbing and Drain, LLC** will disclose your information where required to do so by law or subpoena or if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our Terms of Use or to protect the security, quality or integrity of our Service; and/or (c) to exercise or protect the rights, property, or personal safety of **Star Plumbing and Drain, LLC** our Users, or others.

## **Sharing certain service type information we collect about you:**

We may share certain service type information, including information obtained through tools such as cookies, log files, device identifiers, location data and clear gifs (such as anonymous usage data, referring/exit pages and URLs, platform types, number of clicks, etc.): (i) with our third-party business partners for the purposes described in the section above on “How We Collect and Use Information.” We may also aggregate or otherwise strip data of all personally identifying characteristics and may share that aggregated, anonymized data with third parties.

## **Ads on Star Plumbing and Drain, LLC:**

We may also share certain information such as your location, browser, and cookie data and other data relating to your use of our Service with our business partners to deliver advertisements (“ads”) that may be of interest to you. **Star Plumbing and Drain, LLC** may allow third-party ad servers or ad networks to serve advertisements on the Service. These third-party ad servers or ad networks use technology to send, directly to your browser or mobile device, the ads and ad links that appear on the Service, and will automatically receive your IP address when they do so. They may also use other technologies (such as cookies, JavaScript, device identifiers, location data, and clear gifs, see above) to compile information about your browser’s or device’s visits and usage patterns on the Service and on other websites, and to measure the effectiveness of their ads and to personalize the advertising content delivered to you.

For example, Google uses DART cookies in order to deliver ads to you through the Service. Google's use of the DART cookie enables it and its partners to serve ads to you based on your visit to the Service and previous websites that you may have visited. Other advertising networks also use similar cookies, clear gifs, or other mechanisms to deliver targeted advertising to you through the Service. You can delete these cookies by following if you wish to do so.

Please note that an advertiser may ask **Star Plumbing and Drain, LLC** to show an ad to a certain audience of Users (e.g., based on demographics or other interests). In that situation, **Star Plumbing and Drain, LLC** or our Partners determines the target audience and **Star Plumbing and Drain, LLC** serves the advertising to that audience and only provides anonymous data to the advertiser. If you respond to such an ad, the advertiser or ad server may conclude that you fit the description of the audience they are trying to reach.

To enhance your user experience or help us improve and measure our effectiveness, **Star Plumbing and Drain, LLC** may embed code from third parties on the Service. Examples of such parties may include Facebook, Twitter, Pinterest, Google, YouTube, Howcast, VideoJug, AOL, Yahoo, Bing and others.

These third parties may collect information about you including IP address, cookies in ways **Star Plumbing and Drain, LLC** does not control.

**Star Plumbing and Drain, LLC** Privacy Policy does not apply to, and we cannot control the activities of third-parties. Please consult the respective privacy policies of such third parties or contact such third parties for more information.

## **How We Store and Protect Your Information**

Storage and Processing:

Your information collected through the Service may be stored and processed in the United States or any other country in which **Star Plumbing and Drain, LLC** or its subsidiaries, affiliates, or service providers maintain facilities. **Star Plumbing and Drain, LLC** may transfer information that we collect about you, including personal information, to affiliated entities, or to other third parties across borders and from your country or jurisdiction to other countries or jurisdictions around the world. If you are located in the European Union or other regions with laws governing data collection and use that may differ from U.S. law, please note that we may transfer information, including personal information, to a country and jurisdiction that does not have the same data protection laws as your jurisdiction, and you consent to the transfer of information to the U.S. or any other country in which **Star Plumbing and Drain, LLC** or its parent,



subsidiaries, affiliates, or service providers maintain facilities and the use and disclosure of information about you as described in this Privacy Policy.

### **Keeping your information safe:**

**Star Plumbing and Drain, LLC** cares about the security of your information, and uses commercially reasonable safeguards to preserve the integrity and security of all information collected through the Service. However **Star Plumbing and Drain, LLC** cannot ensure or warrant the security of any information you transmit to **Star Plumbing and Drain, LLC** or guarantee that information on the Service may not be accessed, disclosed, altered, or destroyed. Your privacy settings may also be affected by changes to the functionality of third party sites and services that you add to the **Star Plumbing and Drain, LLC** Service, such as social networks. **Star Plumbing and Drain, LLC** is not responsible for the functionality or security measures of any third party.

### **Compromise of information:**

In the event that any information under our control is compromised as a result of a breach of security, **Star Plumbing and Drain, LLC** might take reasonable steps to investigate the situation and where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

We make every effort to promptly process all unsubscribe requests. As noted above, you may not opt out of Service-related communications (e.g., account verification, purchase and billing confirmations and reminders, changes/updates to features of the Service, technical and security notices). If you have any questions about reviewing or modifying your account information, you can contact us directly at

[info@starplumbers.net](mailto:info@starplumbers.net)

### **Opting out of collection of your information for Tracking / Advertising:**

Please refer to your mobile device or browser's technical information for instructions on how to delete and disable cookies, and other tracking/recording tools. Depending on your type of device, it may not be possible to delete or disable tracking mechanisms on your mobile device. Note that disabling cookies and/or other tracking tools may prevent **Star Plumbing and Drain, LLC** or its business partners from tracking your browser's activities in relation to the Service, and for use in targeted advertising activities by third parties. However, doing so may disable many of the features available through the Service.

### **How long we keep your private profile information:**

Following termination of your services with **Star Plumbing and Drain, LLC** may retain your private profile information for a commercially reasonable time for backup, archival, or audit purposes. For the avoidance of doubt, any information that you choose to make public on the service may not be removable.

### **Children's Privacy**

**Star Plumbing and Drain, LLC** does not knowingly collect or solicit any information from anyone under the age of 18 or knowingly allow such persons to register as User or a customer. The Service and its content are not directed at children under the age of 18. In the event that we learn that we have collected personal information from a child under age 18 without verification of parental consent, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under 18, please contact us at [info@starplumbers.net](mailto:info@starplumbers.net)

### **Links to Other Websites and Services**

We are not responsible for the practices employed by websites or services linked to or from the Service, including the information or content contained therein. Please remember that when you use a link to go from the Service to another website, our Privacy Policy does not apply to third-party websites or services. Your browsing and interaction on any third-party website or service, including those that have a link or advertisement on our website, are subject to that third party's own rules and policies. In addition, you agree that we are not responsible and we do not control over any third-parties that you authorize to access your User Content. If you are using a third-party website or service (like Facebook, Google groups, or an IRC chatroom) and you allow such a third-party access to you User Content you do so at your own risk. This Privacy Policy does not apply to information we collect by other means (including offline) or from other sources other than through the Service.