

Privacy Policy

NewEraRemodeling.com

As of 01-01-2025

You are welcome to use our internet website. We want you to know what information we learn about you when you visit our website, what we do with that information and any other information you voluntarily provide us through our website or by other means, and how you can view or change the information we have. This privacy policy describes our information collection and use practices on our website. It does not apply to information you might provide on one of our possible partners or affiliates, nor does it apply to information you may provide to us through other forums, including offline or through electronic mail.

We do not share or resell any information you provide to us. We are dedicated to ensuring your privacy and the confidentiality of any personal information.

Information Collected at NERR's Website:

There are two types of information that we can learn about you as you browse and use our website. Each type of information can be used differently.

1. Internet-related Information - generic statistical and demographic information that we may gather passively from visitors to the website.
2. Personal Information that you provide when registering, ordering online, entering a promotion, or contacting us.

Internet-Related Information Gathered Passively:

We may collect Internet-related Information from visitors to our website, including the referring URL, your IP address, which browser you used to come to the website, the country, state, or province, the pages of our website that you viewed during your visit and any search terms entered on our website, etc. for system administration, to gather broad demographic information, and to monitor the level of activity on our website. We may track Customers' traffic patterns throughout their online sessions, including which pages or specific URLs a customer views while using the website. We may use your Internet-related Information to diagnose problems with our servers and software and to administer our website. We may share aggregated statistics about pages viewed on our website, demographic information sales, and other shopping information with third parties to enrich your visitor experience.

Actively Collected Personal Information You Provide:

If you provide information about yourself by registering at our website, ordering a product, requesting services, filling out a survey, entering a promotion (including contests, sweepstakes, offers, and rebates), or otherwise voluntarily telling us about yourself or your activities, we will collect and use that personal Information to respond to your request, and for other internal business purposes, including identifying consumer preferences and improving our products and services and the content of our website. This information may be disclosed to our staff and third parties involved in the completion of your transaction, the delivery of your order-requested services, or the analysis and support of your use of the website. Please note that if you provide an email address and choose to access our website through links, we send to that email account, NERR and to third parties NERR has contracted with may collect personally identifiable information about your behavior, including purchasing behavior, time spent on the New Era Remodeling & Repairs sites, and any downloaded materials. This information will only be used for re-marketing purposes by us and will not be sold to any third party. We may also contact you by email, regular mail, fax, text message, or telephone from time to time with information about our new products and services, special offers, upcoming events, and changes to our website. If you do not wish to be contacted by all or any of these methods, you may let us know by sending an email message to us. Please be sure to give us your exact name and address, and your detailed request so we can respond appropriately.

How to Access or Modify Your Personal Information:

You have the right to access and modify your Personal Information if we store it on our website. If you have registered with our website, you can access or modify your stored Personal Information by accessing the "My Account" area of the Website, or you can access and change your Personal Information by contacting us. Your information will be updated within 10 business days.

Sharing Information:

If you provide us with your consent, we may share your personal Information with our affiliates and business partners with whom we have joint marketing arrangements. We may also give you the opportunity, at the time that you provide us with your contact information, to have your information shared with other third parties or posted on our website for reasons we will describe at the time we make the request. If you do not want us to share your personal Information with our marketing affiliates and business partners, then please let us know by contacting us or via mail at New Era Remodeling & Repairs, Website Privacy, 2305 Kildane Way, SE, Olympia, WA 98501.

We employ other companies to perform certain functions on our behalf, such as fulfilling orders, delivering packages, re-marketing services, and services related to the design, maintenance, and improvement of our website and our database and related systems. These companies have access to your information. We may arrange with a payment processing company to process your credit card-related purchases. They use SSL

encryption of your credit card information. Please let us know if you wish to access this company's website and privacy policy to read more about the security measures they employ. We have arranged with third-party providers to help us with marketing services and information gathering. They may collect anonymous information about your visits to our website, and your interaction with our products and services. They may also use information about your visits to this and other websites to target information for goods and services. This anonymous information is collected using a pixel tag, which is industry standard technology used by most major websites. No personally identifiable information is collected or used in this process. They do not know the name, phone number, address, email address, or any personally identifying information about the user.

Regardless of whether you have provided us with consent, we will share your information with those companies that perform certain functions on our behalf under contract to us, and as may be necessary to comply with applicable laws, police investigations, or legal proceedings where disclosure of such information is relevant and permitted by law. We will also assign, sell, license, or otherwise transfer to a third party your name, address, e-mail address, member name, and any other personal Information in connection with an assignment, sale, joint venture, or other transfer or disposition of a portion or all our service, or the assets, business or stock of (if any) New Era Remodeling & Repairs.

Links to Other Websites:

On our website, we may provide as a convenience to you links to other websites, including websites operated by us, our partners, associates, or independent third parties. These links are provided as a convenience to you. Each website has its privacy practices, as described in that website's privacy policy. Those practices may be different than the practices described herein, and we urge you to read each website's privacy policy carefully before you use or submit information to that website. Additionally, to the extent that you follow a link to a website operated by an independent third party, please be aware that we exercise no authority or control over that third party and cannot and are not responsible for any information that you may submit at that website.

Where We Store and How We Secure Your Personal Information:

Your Personal Information may be kept in a database held on servers kept in a physically and technologically secure environment located outside our local business location and accessed only by authorized personnel or contractors who are required to keep your information confidential. All transmissions of your credit card information are encrypted. We also have in place internal procedures to confirm general company compliance with this policy.

Your information may be transferred to New Era Remodeling & Repairs, located in [Olympia, the State of Washington, United States of America](#), which location may be outside of your state and/or country, and by providing us with your information, you are consenting to such transfer. Although we will use all reasonable efforts to safeguard the confidentiality of any personal Information collected, we will not be liable for the disclosure

of personal Information obtained due to errors in transmission or the unauthorized acts of third parties.

Important Note to Kids:

We do not wish to obtain personal information from children under 18 who are using our website unsupervised. Before providing us with your name, address, e-mail address or any other personal information, be sure to ask your parents or guardian for permission. Parents and/or guardians are responsible for supervising the activities of their children while their children use our website.

Username and Password:

You are responsible for maintaining the confidentiality of your username and password. You shall be responsible for all uses of your membership, whether authorized by you. You agree to immediately notify us of any unauthorized use of your username or password.

Cookies:

Like many other commercial websites, we may utilize a standard technology called a "cookie" to collect information about how our website is/are used. A cookie is a small data text file, which a website stores on your computer's hard drive (if your web browser permits) that can later be retrieved to identify you to us. Cookies were designed to help a website recognize a user's browser as a previous visitor and thus save and remember any preferences that may have been set while the user was browsing the website. A cookie cannot be read by a website other than the one that set the cookie. Cookies can track that you are authenticated to the website, personalize home pages, identify which parts of a website may have been visited or keep track of selections, such as those selected in a "shopping cart." Our cookies may collect your domain name and track your selections through our website. A cookie cannot retrieve any other data from your hard drive, pass on a computer virus, or capture your e-mail address. The cookies make your use of the Websites easier, make the websites run more smoothly, and help us to maintain a secure website.

To make a purchase at our Online Store (if there is one,) you need to have all cookies enabled. Cookies are tiny text files stored on your computer when you visit certain web pages. We use cookies to keep track of what you have in your basket and to remember you when you return to our stores. Cookies cannot harm your computer and do not contain any personal or private information. For information about how to disable cookies, please consult your web browser's help menu or seek help elsewhere.

We reserve the right to change or update this privacy policy at any time we wish. We will send an e-mail message to previously registered visitors and inform them of the update.

What to Do If You Have Questions or Concerns about Your Information, or If You Need to Contact Us:

If you are a registered user of our website, and if you need information or have any questions or concerns about this Privacy Policy or our use of your personal Information, or wish to review all of your personal Information, you may contact our Director of E-Commerce Solutions & Data via e-mail at ServiceNow@NewEraRemodeling.com.

To facilitate the transfer of data between the United States of America (USA) and European Union (EU) countries, the USA and the EU have entered a "safe harbor program," under which data can be transferred from the EU to participating non-EU companies. The program has a set of seven principles, to which we comply concerning the data collected and used as described in this Privacy Policy. As part of that program, while we strive to respond to your concerns, we recognize that we may not always answer all your questions, and as such if you are an EU resident, we will participate with the Data Protection Authority in the country in which you reside. Thus, to the extent that you feel that your questions have not been answered, and you are a resident of an EU Member country, you should feel free to contact the Data Protection Authority of the country in which you reside.

Call Monitoring and Recording, Conversation Recording, Privacy Statement:

As part of our commitment to providing the best possible service, we may monitor, and record phone calls answered by us or by its hired answering service company and made by us or by its hired answering service company. We may also archive recorded voicemail messages. We records call for training purposes, to improve customer service, and to ensure an accurate record of client/customer calls, which may be needed to support transactions that take place over the phone or by voice mail messages. This allows us to identify how it can better serve its customers and/or clients. Within the law, we may also record conversations with current customers, former customers, subcontractors, suppliers, or potential customers for future reference.