

Privacy Policy & Security Statement

We at **planto** understand the importance of protecting the privacy of our customers' personal information. We are committed to complying with current privacy legislation and guidelines. We respect and protect the personal information of our customers by:

- Limiting collection, use, disclosure, and retention;
- Establishing procedures to receive and respond to inquiries and complaints;
- Ensuring accuracy and accountability through staff training;
- Safeguarding sensitive information using the best available security systems and practices;

We honor our customer's request not to receive mail, telephone, e-mail or other solicitations from us.

Information Collection and Use

The information we collect is used only to support planto's operations. We value our customers too much to jeopardize our relationship with them. Whether you share your personal information with us through our website, in our stores, or by other means, we will never sell or rent this information to others.

We send marketing e-mails such as sales, promotional events, customer surveys, and newsletters to customers who have chosen to receive them. We will only use your e-mail address for these purposes if you have specifically opted into such programs. You can change your preferences or opt out of e-mail contact at any time by contacting us, by changing your Account Preferences on our website, or by selecting the Unsubscribe option available on each e-mail that we send.

When you register, we will provide you with a password-secured customer login that can be used for subsequent visits, order inquiry purposes, or for certain activities that require registration, such as Wish Lists.

Use of Aggregate Information on our Site

We collect data on the use of our website for the purposes of creating reports and statistics. We use this information to improve our website experience. We may, on occasion, provide the data in aggregated form and without any personally identifiable data to vendors to aid in the improvement of our website.

The data we collect on the use of our web site includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, connection speed, read time, display time, and number of clicks.

Cookies

A cookie is a small data file stored on your computer's hard drive that contains information relating to your visit to our site, such as an identifier that is used to retrieve your currency selection and shopping cart contents. When you leave and then return to our site, this information is recalled to improve the shopping experience. For example, if there was an interruption while browsing the Internet, your shopping cart selections would still be

available, in the currency you had selected, the next time you connected to our site. There are simple ways to either refuse all cookies or accept them each time they are offered. Consult your browser's help files for assistance in changing your settings or removing existing cookie files.

Security

We have taken every reasonable precaution to protect our customers' information both online and offline.

We also do everything in our power to protect customer information offline. All of our customers' information, not just the sensitive information mentioned above, is restricted to employees who need the information for their specific duties. Furthermore, ALL employees are kept up to date on our security and privacy practices. Finally, the servers on which we store personally identifiable information are kept in a secure environment.

Links

This website may contain links to other sites. This privacy and security statement applies only to information collected by our website. We are not responsible for the privacy practices and policies of these third parties.

Notification of Changes

We will post changes to our Privacy Policy on our homepage so our customers are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. Any individual has the right to refuse consent for their personal information to be used for a purpose other than that which was originally stated.

Contact Information

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