

# SG Communities Privacy Policy

This Privacy Policy governs the manner in which the SG Communities collects, uses, maintains and discloses information collected from users (each, a "User") on the website ("Site") sgcommunities.com.

## Personal Identification Information

When you visit sgcommunities.com we collect personal identification information from Users in a variety of ways. This includes information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site.

When you fill out a form on the Site, we collect certain information from you, including your name, email address, phone number, your business name, and other information relating to the type of services or information you are seeking that will allow us to better serve you.

Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

## Order Information

Additionally when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card

numbers, INSERT ANY OTHER PAYMENT TYPES ACCEPTED), email address, and phone number. We refer to this information as “Order Information.”

## Device Information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information. This information is referred to as “Device Information.”

### **We collect Device Information using the following technologies:**

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. We use these cookies to improve our sites performance, and also for remarketing purposes. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

-“Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.

- “Tags,” and “pixels” are electronic files used to record information about how you browse the Site.

### **We use the following programs to collect Device Information:**

We use the Device Information we collect to improve our sites performance and user experience. See below for the privacy policies of the programs we use to collect this information.

#### - [Google Analytics](#)

We use Google Analytics to help us understand how our customers use the Site. You can also opt-out of Google Analytics here:

<https://tools.google.com/dlpage/gaoptout>.

#### - [Hot Jar](#)

#### - [MixPanel](#)

### How We Use Collected Information

SG Communities may collect and use Users personal information for the following purposes:

- *To run and operate our Site*
  - We may need your information display content on the Site correctly.
- *To improve customer service*
  - Information you provide helps us respond to your customer service requests and support needs more efficiently.
- *To personalize user experience*
  - We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- *To improve our Site*

- We may use feedback you provide to improve our products and services.
- *To send periodic emails*
  - We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests.
- Deliver text messages and updates related to our services.
- Improve our services and user experience.
- Respond to your inquiries and provide customer support.
- Occasionally send promotional messages, offers, or updates, subject to your preferences.

## Do Not Track

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

## Text Message Content

Messages may include promotional offers, alerts, and service-related content. Standard messaging rates may apply.

## How We Protect Your Information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site. However, no data transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee the absolute security of your information.

## Sharing Your Personal Information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We use third-party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

### Electronic Newsletters

If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. We may use third-party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

### Advertising

Ads appearing on our site may be delivered to Users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile non-personal identification information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This privacy policy does not cover the use of cookies by any advertisers.

For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by service at the following links:

[Facebook](#)

[Google](#)

[Bing](#)

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

## **Opt-Out**

**You can opt out of our messages at any time by replying "STOP" to a message.**

## Google AdSense

Some of the ads may be served by Google. Google's use of the DART cookie enables it to serve ads to Users based on their visit to our Site and other sites on the Internet. DART uses "non personally identifiable information" and does NOT track personal information about you, such as your name, email address, physical address, etc. You may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy at [http://www.google.com/privacy\\_ads.html](http://www.google.com/privacy_ads.html).

## Data Retention

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

## CTIA Compliance

Our services comply with CTIA guidelines. To report concerns or violations, contact us using the provided information.

## Changes to this privacy policy

SG Communities has the discretion to update this privacy policy at any time. When we do, we will post a notification on the main page of our Site, revise the updated date at the bottom of this page and send you an email. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

## Your Acceptance of These Terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

## Contacting Us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us (865) 730-0009.

This document was last updated on January 8th, 2024.