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Privacy Policy

Modified 11.26

Thank you for accessing the Concord Website ("Site"). We respect your privacy and want to protect your personal information. To learn more, please read this Privacy Policy.

This Privacy Policy explains how we collect, use and (under certain conditions) disclose your personal information. This Privacy Policy also explains the steps we have taken to secure your personal information. Finally, this Privacy Policy explains your options regarding the collection, use and disclosure of your personal information. By visiting the Site directly or through another site such as a corporate system or Intranet link, you accept the practices described in this Policy.

This Privacy Policy applies to the Site. This Privacy Policy does not necessarily apply to any offline collection of your personal information. Please see below for details.

Information Collection

We collect information from you in several different ways on this Site. Our goal in collecting personal information from you is to provide an efficient, meaningful, and customized experience. For example, we can use your personal information to:

- help make the Site easier for you to use by not having to enter information more than once.
- help you quickly find information, products, and services.
- help us create content that is most relevant to you.
- alert you to new information, products, and services that we offer.

(a) Order Registration/Checkout Page. Before placing orders on the Site, you may complete an online registration form. During registration or checkout, you will be prompted to provide us with certain personal information, including but not limited to your name, shipping and billing address(es), phone number, email address, and credit card information. In addition, we may also ask you for your country of residence and/or your organization's country of operation, so we can comply with applicable laws and regulations. We use these kinds of personal information for billing purposes, to fulfill your orders, to communicate with you about your order and the Sites, and for internal marketing purposes. When you purchase or return a product, we collect information about the transaction such as the product details,

date and location of the transaction, and any reasons provided for a return. If we encounter a problem when processing your transaction, your personal information may be used to contact you.

(b) Corporate Customer Data Upload: Corporate clients may provide a spreadsheet for data upload of their internal contacts that need access to their corporate online store. This data upload will include information such as name, email, address, and phone number. This spreadsheet is not shared with any third party vendors or other sources, but content from the spreadsheet such as addresses and credit card information may be processed through third party vendors to verify that the data is accurate for shipping and charging for payment. We keep this data limited and secure.

(c) Email Addresses.: If you request us to notify you of new products, new product styles, or product sizes, we may provide them periodically via email newsletters and special offers on the store site. Customers may submit their email address through our website to be included in future newsletters. They may also provide their email address to our customer service or sales team for the purposes as listed above.

(d) Cookies and Other Technology. Like many sites, the Site employs cookies to speed your navigation of the Site, recognize you and your access privileges, and track your Site usage. We have to use cookies to enable you to select products, place them in an online shopping cart, and to purchase those products. These technologies also track information related to your interaction with the Site and your browsing and purchase history on the Site. We use this information to improve the Site, understand which products are popular, evaluate the effectiveness of our marketing campaigns, and other internal business purposes.

(i) Cookies are small pieces of information that are stored as text files by your Internet browser on your computer's hard drive. They are not programs and cannot harm your computer. Most Internet browsers are initially set to accept cookies. You can set your browser to refuse cookies from websites or to remove cookies from your hard drive. If you disable cookies from this Site, you will not be able to access or use portions of the Site.

(e) Log Files. As is true of most web sites, the Site server automatically recognizes the Internet URL from which you access the Site. We may also log your Internet protocol ("IP") address, Internet service provider, and date/time stamp for system administration, order verification, internal marketing, and system troubleshooting purposes. (An IP address may indicate the location of your computer on the Internet).

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(f) Age. We respect children's privacy. We do not sell products intended for purchase by children or knowingly or intentionally collect personal information from children under the age of 18. If you are under 18 years old, do not submit any personal information to us, and rely on a parent or guardian to assist you.

Information Use and Disclosure

(a) Internal Use: We use your personal information to process your order and provide you with customer service. We may internally use your personal information to improve the Sites' content and layout, to improve outreach and for our own marketing efforts (including marketing our services and products to you), and to determine general marketplace information about visitors to the Site.

(b) Communications with You: We will use your personal information to communicate with you about the Site and your orders and deliveries and we may send you a confirmation email when you are provided access to the site and/or to confirm when an order has been made or has shipped. We may send you a service-related announcement on the rare occasions when it is necessary. We may also share product information with you on a periodic basis via email.

(c) External Use: We want to provide you with excellent service and to offer you a great selection. We do not sell, rent, trade, license or otherwise disclose your specific personal information or financial information to anyone except that:

(i) As do most businesses, we sometimes use others to perform specific functions on our behalf. When we disclose information to these service providers, we disclose information to help them to perform their service. For example, in order to deliver products to you, we must share some information. We partner with third parties (such as the U.S. Postal Service, United Parcel Service, and Federal Express) to ship products, to ensure delivery, and so that we can obtain feedback, improve the quality of our service, and measure and improve the quality of the service of the third party. In the example of shippers, we provide them some personally identifiable information such as your name, shipping address, email, and phone number.

(ii) Similarly, to help you buy products and provide customer service to you, we must provide your credit card number to financial-services corporations such as credit-card processors and issuers. When we submit your credit card number for authorization, we use data encryption to protect your information. (More on this below in Data Security.)

(iii) We may disclose such information in response to requests from law enforcement officials conducting investigations; subpoenas; a court order; or if we are otherwise required to disclose such information by law. We also will release personal information where disclosure is necessary to protect our legal rights, enforce our Terms of Use or other agreements, or to protect ourselves or others. For example, we may share information to reduce the risk of fraud or if someone uses or attempts to use the Site for illegal reasons or to commit fraud.

(iv) We will not sell (or trade or rent) personally identifiable information to other companies as part of our regular course of business. However, it's possible that we might acquire or merge with or be acquired by another company or that we might dispose of some or all of our assets. If that happens, your personal information may be disclosed to another company, but that disclosure will be subject to the Privacy Policy then in effect.

Data Security

The Site incorporates physical, electronic, and administrative procedures to safeguard the confidentiality of your personal information, including Secure Sockets Layer ("SSL") for all financial transactions through the Site. We use SSL encryption to protect your personal information online, and we also take several steps to protect your personal information in our facilities. Access to your personal information is restricted. Only employees who need access to your personal information to perform a specific job are granted access to your personal information. Finally, we rely on third-party service providers for the physical security of some of our computer hardware. We believe that their security procedures are adequate. For example, when you visit the Site, you access servers that are kept in a secure physical environment, behind a locked cage and an electronic firewall.

While we use industry-standard precautions to safeguard your personal information, we cannot guarantee complete security. 100% complete security does not presently exist anywhere online or offline.

Opt Out/Corrections

Upon your request, we will (a) correct or update your personal information; (b) stop sending marketing communications to your email or home address; and/or (c) disable your account to prevent any future purchases through that account. You can make these requests by telephoning your request to Concord at (630) 893-6453 or emailing us at info@teamconcord.com. To opt-out of email communications, click the Unsubscribe link located at the top of the newsletter message. Please allow up to ten days for any

changes to take effect.

Regardless of your opt-out preferences, Concord may send you communications related to orders placed on the Site at the email you provide.

Offline Collection, Use & Disclosure of Information

As you might expect from us, the majority of information that we collect is obtained through the Site, and this Privacy Policy applies only to that online collection of personal information. We also may collect information offline, where we also try to protect the privacy of your personal information. One example involves someone calling us to place an order or to ask questions. When someone calls, we will ask only for the personal information we need in order to place the order or to answer the question. There are other ways we could learn of personal information offline and this Policy doesn't discuss or try to predict all of those methods or uses. As we mentioned, we will try to treat offline collection, uses, and disclosures consistently with our relevant online practices.

Updates to This Policy

If we change or update this Privacy Policy, we will post changes and updates on the Site so that you will always be aware of what information we collect, use and disclose. We encourage you to review this Privacy Policy from time to time so you will know if the Privacy Policy has been changed or updated. If you have any questions about the Privacy Policy, please contact us at (630) 893-6453.

International Users

Our digital operations are conducted in the United States. Regardless of where you live, you consent to have your personal data transferred, processed, and stored in the United States and allow Concord to collect and use your personal information in accordance with this Privacy Policy.