

Lutron Store Online Privacy Policy Statement

This website is owned and operated by **Lutron Electronics Co., Inc.**

Our postal address is
7200 Suter Road
Coopersburg, PA 18036

We can be reached via e-mail at webmaster@lutron.com. You may also contact us using the contact form on our website.

Our commitment to you. Lutron Electronics Co., Inc. respects the privacy of our website visitors. The following policy explains how we maintain the highest level of integrity while continuing to offer world-class products and services to our customers. The information in this policy affects your rights as a visitor to our site, and also provides you with the information necessary to contact us should you have any questions about our collection of information about you when you visit this site.

THIS POLICY IS A CONTRACT BETWEEN YOU AND LUTRON

The terms of this policy are a contract. Your continued use of the Lutron website is your way of indicating you accept the terms of this agreement. Additionally, you agree that the terms of this agreement shall be governed by Pennsylvania law. If you do not want to accept these terms, please do not use this website and contact us directly so that we can help provide you with the products that you need.

Lutron's Commitment to Privacy

This policy is designed to aid you in recognizing how we collect, use and safeguard any personal information that you voluntarily provide to us. This statement will be continuously assessed against new technologies and business practices as well as our customers' needs.

What information does Lutron's website collect?

Aggregate information

We collect information to assist us in designing and arranging our web pages in a user-friendly manner and to continually improve our website to better meet the needs of our current and prospective customers. We accordingly aggregate information regarding:

- Date, time and amount of time spent at our website
- Pages viewed on our site as well as the websites visited just before and just after ours

Personal Information (Individual information about you)

We collect and use personal information for the following:

- Everyday business purposes – processing your transactions and maintaining your account

- Internal marketing purposes – emails about new Lutron products and services, or special offers that we believe you will find valuable (You will always be given an opportunity to remove your email address from this list at the end of each electronic communication)

Personal information that we collect includes:

- e-mail addresses and the content of those who communicate with us via e-mail
- information you voluntarily give us including your name, address, telephone number, fax number, and payment information (e.g., credit card number and billing address)

We will not call you without your permission. However, if you supply us with your postal address on-line, you may receive periodic mailings from us with information on new products and services or upcoming events.

What information does Lutron’s website share with others?

Lutron does not sell or share your personally identifiable information

Lutron does not sell or share your personally identifiable information with nonaffiliated companies or companies with joint marketing agreements, nor does Lutron participate in any revenue-sharing programs with any banner advertising companies. You will never receive a banner ad as a result of a visit to www.lutron.com.

Transactional Information

When you make a purchase at LutronStore.com, Lutron uses **PayPal.com**, a third-party vendor, to process your credit card payment. Therefore, you must use a secure connection to transmit payment information to this provider to complete your transactions. This vendor has agreed to maintain the confidentiality and security of the information in accordance with this policy, and is not permitted to share this information with anyone for any purpose other than for completing Lutron Store transactions.

When we transfer and receive certain types of sensitive information, such as financial, necessary to complete the transaction, we redirect visitors to a secure server and will notify visitors through a pop-up screen on our site.

Security Measures

Lutron maintains appropriate internal security measures in our physical facilities to protect against the loss, misuse, or alteration of information that we collect from you at our site. While LUTRON cannot guarantee that unauthorized access will never occur, LUTRON takes great care in maintaining the security of your personal information and in preventing unauthorized access to it through the use of appropriate technology and internal procedures.

What About Other Websites Linked to Lutron.com?

We do not monitor the content, information, or web practices of any websites linked to or from our website, and as such cannot be held responsible for such content, information, or web

practices. In particular, while Lutron will only provide initial links to websites offering Lutron products for sale that we believe are using secure transmission technologies, Lutron DOES NOT continuously monitor these sites and can make no representations about the current security of these sites.

How can I review information Lutron collects?

You can access the information we maintain about you by writing to us at the web address above. Upon request, we will provide you with information about your customer number, past transaction information, (e.g., purchase dates, amounts, and types of purchases), and the contact information we have about you (e.g., name, address, phone number).

If, after reviewing the information, you identify errors that need to be corrected, you can ask us to correct this information by writing to us at the above address.

What If Lutron Is Legally Compelled to Disclose Information?

We may disclose information when legally compelled to do so – in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights or our customer's legal rights.

To Opt-Out of Communications

We do not distribute your personal information to other companies for marketing programs. However, we occasionally send you information about new Lutron products and services that we think you may find interesting. If you would like to opt-out of these communications, please send your name, address, email address, and telephone number to:

Lutron Electronics Company Co., Inc.

Opt-Out Lutron Store

7200 Suter Road

Coopersburg, PA 18036

Or via email to <mailto:lutronstore@lutron.com>

Updates to our Privacy Policy

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future, we will post the policy changes to our Website to notify you of these changes and provide you with the ability to opt out of these new uses. If you are concerned about how your information is used, you should check back at our Website periodically.