

## Privacy Policy

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ePlantSource, Inc., knows you care how information about you is used and shared and we appreciate your trust that we will do so carefully and sensibly. This notice describes our privacy policy. By visiting ePlantSource.com, you are accepting the practices described in this privacy notice..

Personal information on this site is collected by:

ePlantSource, Inc.  
P.O. Box #270542  
Louisville, CO 80027

### Personal Information ePlantSource, Inc. Gathers From You

As a visitor to this site, we collect information about your visit. We collect your IP address, browser type, domain name, and we log the length of time of your visit and the number of times you visit. As a visitor to this site, you can engage in many activities without providing any personal information. However, to view availability and place orders in either the availability or catalog pages you will be required to register and establish a user name and password by filling out and submitting an online form. It is completely optional for you to engage in these activities. If you elect to engage in these activities, however, ePlantSource, Inc. asks that you provide us personal information, such as your first and last name, mailing address (including ZIP code), e-mail address, employer, job title and department, telephone and fax numbers, and other personal information as well as complete company or industry affiliated information. Only companies registered as greenhouse operations or retail garden centers are able to place orders and view confidential pricing information. We use this information to gather aggregate demographic information about our visitors, and we use it to personalize the information you see on our website. Even more so, the IP Address is used to help identify you, your product/service preferences, and your past purchases. The IP address is not at all linked to any personally identifiable information. We keep this information for our internal use; in order to personalize the site. All of the information gathered about our customers from our site is kept confidential, used for business purposes only and will not be sold to a third party.

### Cookies

When you visit our site, you can browse the site and access information without revealing your identity. In order to improve our site, we use “cookies” to track your visit. A cookie is a small amount of data that is transferred to your browser by a Web server and can only be read by the server that gave it to you. It functions as your identification card, and enables ePlantSource, Inc. to record your passwords, purchases, and preferences. It cannot be executed as code or deliver viruses. We also collect certain technical information from your computer, such as the IP address and browser. We will not sell or provide the information collected by a cookie to any unaffiliated third party for any purpose.

### Surveys

ePlantSource, Inc. will, from time to time, request information from our users and customers via surveys. Participation in these surveys is completely voluntary. The requested information typically includes the customer's first name, as well as information relating to the customer's experience with ePlantSource, our site or our

suppliers, or their opinions on products they have purchased. Survey information will be used internally.

## Security

The personal information that you provide in connection with registering yourself as a user of ePlantSource, Inc. for availability, order entry and access to your account is classified as registration information. Registration information is protected in several ways. Access by you to your registration information is available through a password and unique customer ID (or email) selected by you. This password is encrypted. We recommend that you do not divulge your password to anyone. In addition, your registration information resides on a secure server that only selected ePlantSource personnel and contractors have access to via user profile and password. Registration requires that you submit an email address as your user name. This email address is held totally secure and is for your use only and is our means of communication for order acknowledgements, confirmations, shipping notifications, invoicing and other order related communications. You will not automatically be added to our marketing database and must opt in to receive our newsletter and other promotional communications. Under no circumstances will it be given to a 3rd party or used in any other manner.

When you place orders or access your account information, this secure company information will only be accessible by the registered user for the company, if more than one user is registered an administrator for the company will be appointed to control the access of the additional users for order entry, editing, access to account information or read only. All information is maintained on a secure server in Amazon's Cloud server network. All of the customer data we collect is protected against unauthorized access. ePlantSource has very strict policies and procedures designed to protect the privacy of our customers and subscribers. We will never share or sell your personal information with any external organization. Any personal information you wish to provide is also protected internally. All personnel with access to personal information are aware of our policies and any breach of policy could result in personnel action.

## Service Providers and Suppliers

Some of the products we sell require us to provide your company name, address, phone number, and purchase order numbers to the third party supplier that requires this information to activate and provide the product. These third party suppliers have their own privacy and data collection policies that are not controlled in any way by ePlantSource. We have no responsibility or liability for these policies of our 3rd party suppliers.

## Credit Card Companies and Shippers

Your credit card information is not maintained on our site but is held with Authorize.net, an industry leading provider for security of credit card information. The only credit card information we maintain is the last 4 digits of your credit card (any other information here that we will keep?) and the link to Authorize.net to verify and authorize the purchase.

Your company name, telephone number, and shipping information must be provided to third party shippers so they can deliver your purchase.

## Links

This website may currently, or in the future, contain links to other sites. Please be aware that ePlantSource is not responsible or liable for the privacy practices of any other site. This privacy statement applies solely to our website and our company. Please be aware of when you leave our site, and we urge you to read the privacy statements of each and every website you visit.

## Choice – Not to Receive Information

At the point where we request information about the visitor, our website provides users the opportunity to choose not to receive marketing communications from us such as promotions and newsletters and from any information sharing efforts described above. Please be aware that in order to accomplish the transaction certain information must be shared as described above.

Users and customers have the following options to affect your choice not to information as described above.

1. Online via your account
2. You can send email to: [customerservice@ePlantSource.com](mailto:customerservice@ePlantSource.com)
3. You can call the following telephone number: 855-674-8440
4. You can send mail to the following postal address:

ePlantSource Inc.  
10955 Westmoor Drive  
Westminster, CO 80021

You have the ability to access and edit the personal information you have provided during registration at any time. During the online ordering process you can review, change, or delete the information you have submitted. You may change any of your personal information in your account, online, at any time. We encourage you to update your information when it changes. You may ask to have the information in your account deleted or removed; however, because we keep track of past purchases and services we provide, you cannot delete information associated with past purchases and services.

This site gives users the following options for changing and modifying information previously provided.

1. Online via your account
2. You can send email to [customerservice@ePlantSource.com](mailto:customerservice@ePlantSource.com)
3. You can call the following telephone number: 855-674-8440
4. You can send mail to the following postal address:

ePlantSource Inc.  
10955 Westmoor Drive  
Westminster, CO 80021

ePlantSource reserves the right to change the Privacy Policy from time to time at its sole discretion. Whenever we change our privacy policy, we will post a notice on our homepage indicating a new version is available. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users by way of an email. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which the information was collected. OR use of information which we gather now is subject to these Notices and Terms as modified.

## Legal Disclaimer

ePlantSource, Inc. will make every effort to preserve user privacy, however we may need to disclose personally identifiable information to law enforcement authorities, third parties, and other organizations when

required by law or when we have a good-faith belief such action is necessary to comply with a current judicial proceeding, a court order, or legal process served on our Website or when we believe it is needed for fraud protection and/or credit risk reduction.

## Contacting the Website

If you have any questions about this privacy statement, the practices of our website or company, or your dealings with this website, you can contact us at:

ePlantSource Inc.  
10955 Westmoor Drive  
Westminster, CO 80021  
855-674-8440  
customerservice@ePlantSource.com