

# Privacy Policy

This policy last was updated on May 27, 2020

At [www.d-pcomm.com](http://www.d-pcomm.com), we respect our customers and understand that you are concerned about privacy, so we've instituted policies intended to ensure that your personal information is handled safely and responsibly. We also have posted this privacy policy to let you know what kind of information we collect, how it is handled, with whom it may be shared, what choices you have regarding our use of your information, and how you may access some of the data you provide to us.

As we continue to develop our web site and take advantage of technologies to improve the services we offer, this policy likely will change. We therefore encourage you to refer to this policy on an ongoing basis so that you understand our current privacy policy. You can always find our most current version of our privacy policy on this page.

If you have any questions about this policy, please contact us by calling (800) 311- 7340 or write us at the following address:

D & P Communications, Inc  
4200 Teal Rd Petersburg, MI 49270

## **Notice To Users**

Certain Internet services may contain language and pictures, which some individuals may find offensive or inflammatory. D & P Communications exercises no control whatsoever over the content of the information passing through the Internet. Use of any information obtained via D & P Communications is at your own risk. We do not endorse such materials and disclaim any and all liability for their content. Internet filtering and monitoring software is commercially available at your local software retailer.

### **What Information Do We Collect?**

We collect various types of information depending upon how you use our site.

When you order from us, we collect your name, billing address, shipping address, email address, phone number, and credit card number (with expiration date) and we will retain a record of your purchases.

When you enter a sweepstakes or contest online, we usually collect your name, address, email address, and phone number. We also may ask you for additional information, such as your age, interests, product preferences, or zip code.

When you submit a question to customer service, we need your email address to respond, and you also may provide us with additional information to help us answer your question.

We may acquire customer lists from other parties so that we may invite new potential customers to visit our site. Our policy is to acquire only lists of people who have indicated that they are willing to receive marketing offers via mail and email. Also, each time we send an email offer, we provide people with the opportunity to opt out of receiving future email offers.

When you make a payment through [www.d-pcomm.com](http://www.d-pcomm.com) and "My Online Account" certain required information will be passed to D & P Communications' financial services partner for processing of the payment. Any information provided directly or indirectly to D & P Communications or its financial services partner will be held in strict privacy and not shared with or disseminated to other individuals or businesses.

### **What Are Cookies and Do We Use Them?**

A cookie is a small piece of information sent by a web site that is saved on your hard disk by your computer's browser. It holds information a site may need to interact with you and personalize your experience. We use two kinds of cookies: session cookies and persistent cookies.

Session cookies exist only for as long as your browser remains open. Once you exit your browser, they go away. We use session cookies to maintain information we need to have in order for you to shop. For example, the Session ID cookie that we ask your browser to hold retains the ID for your shopping cart. Without the Session ID cookie, you can't add merchandise to your shopping cart and carry it to checkout.

Persistent cookies, in contrast, last from visit to visit; they do not go away when you exit your browser. We use persistent cookies to give you a more personalized shopping experience and to help you navigate our store more efficiently. We will use your information to enhance your site experience. However, you can use our site without accepting a persistent cookie. To do so, you should set your browser options to reject persistent cookies. Alternatively, you can set your browser to notify you when you receive a cookie, which gives you the opportunity to decide whether you want to accept it or not. In many instances, the Help button on your browser toolbar will tell you how you can take these steps.

Cookies can be used by a web site to recognize you. But that does not necessarily mean any personal information is stored in the cookies. We store no personal information about you in the cookies. Anything you choose to tell us about yourself (such as your address and email address) is stored safely and separately on our secured servers.

We also use cookies to look at how groups, rather than individuals, use our web site. On the web, cookies help us develop an understanding of what areas of our web site are of greatest use or interest to our visitors so that we can continue to improve the arrangement, product offerings, and merchandise placement.

### **How Do We Use Your Information?**

We may use your information in a number of ways, including the following:

- To improve the content on our web site. For example, we may use cookies to find out which parts of our site or our products are visited most often.
- To enhance your online shopping experience. For example, we may use it to recognize you and welcome you to the site.
- For marketing and promotional purposes. For example, we send out emails to our customers about products or events that we think may be of interest to them. We also may send you offers for discounts or free services on our site.

## **Do We Share Your Information?**

The information gathered may be shared with corporate affiliates of ours. We also share the information with third parties, including responsible companies with which we have a relationship. For example:

Some of our vendors may work closely with us to create a vendor shop within our site or to ship your order directly to you. In certain instances, we may share certain information about you with that vendor (e.g., if you decide to buy their products).

You also may make a purchase from us through a link from another web site or search engine and may use their express checkout tool to do so. When you do, please be aware that both our site and that web site or search engine will receive your information.

In some cases, we may enter into a co-branding relationship with another web site that offers you products or services that supplement our assortment (e.g., video email). In those cases, you may link from our site to another site to purchase the item. In that case, both our site and the other web site may receive your information.

We may partner with another web site to conduct a sweepstakes or other event. In those cases, each of the participating web sites may collect or receive personal information from you.

For some of our products, we may provide you with a link to the supplier of that product so that you may get further information. If you link to the supplier's site, the supplier may collect or receive information about you.

In most of the above situations, these third parties will receive your information because you will be visiting their web sites or using their links and, in doing so, you may provide information directly to them. You therefore should refer to their privacy policies to understand how they handle your information and what kinds of choices you have.

We also may share your personal information with outside companies that perform services for us. For example, we may retain an outside company to manage a database containing certain customer information or to create and distribute an email offering. In those situations, the outside party is performing work for us, and we will take appropriate steps designed to ensure your information is used only to provide the services requested by us, and not for other purposes.

Additionally, we may share account or other information when we believe it is necessary to comply with law or to protect our interests or property. This may include sharing information with other companies, lawyers, credit bureaus, agents or government agencies in connection with issues related to fraud, credit or debt collection.

And in the event that some or all of our business assets are sold or transferred, we generally would transfer the corresponding information about our customers. Finally, we may share your personal information with unrelated outside companies so that they can directly market their products or services to you if we feel that a company offers products or services that we believe may be of interest. We also may provide you with the opportunity to sign up on our web site to receive such email offers.

## **What Choices Do You Have Regarding the Use of Your Information?**

We provide you with a number of choices regarding our handling of your personal information.

If you do not want to receive email from us or do not want us to share your information with unrelated third parties for marketing purposes, please follow the steps outlined below to submit a request electronically:

- If you do not want to receive email, please email us at [unsubscribe@dpcommunications.com](mailto:unsubscribe@dpcommunications.com) with the subject line "NO EMAIL". (Please note that every time we send you an email, we will give you the option to unsubscribe from our email list, so you'll be able to stop our emails at any time).
- If you do not wish your information to be shared with unrelated third parties for marketing purposes, please e-mail us at [unsubscribe@d-pcommunications.com](mailto:unsubscribe@d-pcommunications.com) with the subject line "KEEP PRIVATE".
- If you wish both steps to be taken, please e-mail us at [unsubscribe@d-pcommunications.com](mailto:unsubscribe@d-pcommunications.com) with the subject line "NO E-MAIL/KEEP PRIVATE" as the subject line of your message.

*Note: Once you have submitted your request you should assume that it has been successfully received and your request is being processed. Please allow us 14 days from when the request was received to complete the removal, as some of our promotions may already have been in process before you submitted your request.*

If you prefer to, you can contact us by writing to the following address:

D & P Communications, Inc  
4200 Teal Rd  
Petersburg, MI 49270

If you choose to write to us, please include your name, address and account number (phone number), and state one of the following:

- "NO MAIL OFFERS" (if you don't want to receive offers by mail)
- "NO PHONE OFFERS" (if you don't want to receive offers by phone)
- "NO PHONE OR MAIL OFFERS" (if you don't want to receive either) Because customer lists often are prepared well in advance of an offering (sometimes 3-4 months before the offer is made), you may continue to receive some offers after you send us a request not to use your information for specified marketing purposes. We appreciate your patience and understanding in giving us time to carry out your request.

## **Can I Access My Information?**

Questions regarding your charge account can be forwarded to our Customer Service Department.

## **Is My Information Secure?**

We are committed to doing our best to maintain the security of information collected on our site. To try to prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place the appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Private account and customer information is located on a secured server behind a firewall; it is not directly connected to the Internet.

Encryption is a process by which a message or information is scrambled while it is in transit to us. It is based on a key that has two different parts, public and private. The public part of the key is distributed to those with whom you want to communicate. The private part is for the recipient's use only. So long as you use a browser that allows for encryption, when you send personal information to us, you use a public key to encrypt your personal information. If your information is intercepted during the transmission, it is scrambled and very difficult to decrypt. Once we receive your encrypted personal information, we use the private part of our key to decode it.

Thank you for visiting [www.d-pcomm.com](http://www.d-pcomm.com). If you have any questions about this policy, please contact us via phone at (800) 311-7340.

### **D & P Connect Pro Powered by Plume**

D & P Connect Pro customers please see the Plume's privacy policy [linked here](#).

### **Legal Information**

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The web site address is <http://www.d-pcomm.com>. The mailing address is D & P Communications, 4200 Teal Rd, Petersburg, MI 49270.

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For more information on D & P Communications Customer Service Policies call (800) 311-7340.