



ACP, Inc.
225 49th Avenue Drive S.W.
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Privacy Policy

Your privacy is very important to ACP, Inc. This Privacy Policy makes known how ACP, Inc. collects, protects, uses, and shares personal information gathered about you, in conformance with all applicable laws.

Personal Information is defined as any information concerning the personal or material circumstances of an identified or identifiable individual. An identifiable person is one who can be identified, directly or indirectly, by reference to an identification number or to one or more factors specific to his physical, physiological, mental, economic, cultural or social identity. Personal Information shall include, but is not limited to: identifying information such as name, address, telephone number, e-mail address, Social Security Number, financial information, and employment-related information that may be found on resumes, applications, background verification information, or employment references.

ACP, Inc. takes measures to maintain the confidentiality of your Social Security Number, to protect your Social Security Number from unlawful disclosure, and to limit access to your Social Security Number. ACP, Inc will not make your Social Security Number available to the general public, print your Social Security Number on any card, require you to provide your Social Security Number over the Internet, or require the transmittal of your Social Security Number to access our Website without requiring additional authentication.

We will not collect Sensitive Personal Information, except to comply with applicable Affirmative Action data requirements. Sensitive Personal Information can include but is not limited to: information pertaining to gender, disabilities, and veteran status.

Collection and Use of Employee Personal Information

ACP, Inc. also collects Personal Information from its employees and applicants (human resource data) in connection with administration of its Human Resources programs and functions. These programs and functions include, but are not limited to: job applications and hiring programs, compensation and benefit programs, performance appraisals, training, access to ACP facility and computer networks, company credit card applications, employee profiles, internal employee directories, Human Resource recordkeeping, applicable Affirmative Action data, and other employment related purposes.

It is the policy of ACP, Inc. to keep all past and present employee information private from disclosure to third parties, with the exclusion of county, state or federal agency requests; inquiries from third parties with a signed authorization from the employee to release the information; or third parties which ACP has contractual agreements to assist in administration of company sponsored benefits.

Verifications of Employment

Prospective employers, state agencies, financial institutions, and residential property managers routinely contact ACP, Inc. requesting information on a former or current employee's work history and salary. All such requests of this type shall be referred to and completed on a confidential basis by the Human Resources Manager.

For written verification of employment requests, information will be provided on the form only when it is accompanied by an employee's signed authorization to release information. The form will be returned directly to the requesting party and filed as part of the Human Resources confidential records.

Collection and Use of Customer Information

ACP will not collect customer Personal Information unless the customer contacts ACP directly. In order to adequately address a customer's concern, the Personal Information may be shared with our customer service team, sales management and support associates, our dealer network, Service Bench/technician network.

ACP may ask for contact information, name, shipping address, phone number, e-mail address, credit card information, and other related information necessary for billing purposes, such as mailing address for credit card validation. This information may be used for communication of future products, promotions and services.

Sharing of Personal Information

We may share Personal Information with our service providers, consultants, and affiliates for our internal business purposes. Except as described in this Privacy Policy, ACP, Inc. will not share Personal Information with a third party unless a customer requests, consents to such disclosure, or disclosure is required or authorized by law. ACP, Inc. reserves the right to disclose Personal Information to a third party if a law, regulation, search warrant, subpoena or court order legally requires or authorizes us to do so. ACP, Inc. also reserves the right to disclose and/or transfer Personal Information to a third party in the event of a proposed or actual purchase, sale, lease, merger, or any other type of acquisition, disposal, or financing of ACP, Inc.

As described above, ACP, Inc. may share and exchange personal Information in order to process sales orders, warranty claims, credit applications, and distributor/representative contracts. Personal Information may be provided to a courier or freight forwarder in order to fulfill an order, which may have been requested from us.

Our customer service team, sales management and support associates, dealer network, Service Bench/technician network are prohibited from using Personal Information for any purpose other than to provide assistance.

Storage, Retention and Accuracy of Personal Information

ACP, Inc. insures that Personal Information is safeguarded against loss, access, use, modification, disclosure or other misuse. All reasonable steps are taken to prevent unauthorized use or disclosure of your Personal Information.

ACP, Inc. will retain your Personal Information only for as long as necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws, and your consent to such purpose(s) remains valid after termination of our relationship with you.

Contact Information

You may contact the Privacy Officer to correct or delete your Personal Information. If necessary, the Privacy Officer will contact another employee to assist in completing your requested task.

If you have any questions or complaints, please contact the Privacy Officer. The Privacy Officer can be reached by telephone at (319) 368-8120; by Facsimile at (319) 368-8198; by e-mail at privacyofficer@acpsolutions.com; or by mail at ACP, Inc., 225 49th Avenue Drive SW, Cedar Rapids, Iowa, 52404, USA. We will address your concern and attempt to resolve any problem.

Changes to our Privacy Policy

We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you in this Privacy Policy.