PRIVACY POLICY

FOR ODLGRILLS.COM, ONLINE SALES & CUSTOMER SERVICES

Effective Date: October 6, 2026

This Privacy Policy explains how ODL Grills collects, uses, discloses, retains, and protects personal information when you visit our website, purchase products, contact us, register a product, request service, or otherwise interact with ODL Grills. It is intended for U.S. consumers and applies subject to applicable federal and state law.

1. Scope

This Policy applies to personal information collected through odlgrills.com, online checkout, customer-service communications, product registration, warranty and service requests, marketing programs, and other ODL Grills-controlled consumer interactions. It does not govern third-party websites, applications, payment services, marketplaces, or social-media platforms that maintain their own privacy practices.

2. Personal Information We May Collect

Depending on how you interact with ODL Grills, we may collect the following categories of information:

- Identifiers and contact information, such as name, billing and shipping address, email address, telephone number, account username, and customer or order identifiers.
- Commercial information, such as products viewed or purchased, order history, returns, refunds, warranty registrations, service history, preferences, and customer-service records.
- Payment and transaction information. Payment card numbers and related payment credentials are generally processed by our payment-service providers; ODL Grills may receive transaction status, payment method type, fraud indicators, and limited payment-related details.
- Internet and device information, such as IP address, browser type, device identifiers, operating system, referring pages, pages viewed, clicks, session activity, and approximate location derived from IP address.
- Communications information, including emails, text-message interactions, chat content, call records or recordings where lawfully used, product reviews, survey responses, and other information you submit to us.
- Preference and marketing information, such as newsletter subscriptions, advertising interactions, cookie choices, and communication preferences.
- Other information you voluntarily provide, including photos or videos submitted for support, warranty, delivery, installation, or product-review purposes.

3. Sources of Personal Information

- Directly from you when you place an order, create an account, register a product, contact us, submit a form, participate in a promotion, or request service.
- Automatically from your browser or device through cookies, pixels, server logs, and similar technologies.
- From service providers and business partners that support payments, fraud prevention, website hosting, analytics, advertising, order fulfillment, freight, delivery, customer support, warranty administration, and related operations.
- From marketplaces, dealers, or authorized sellers when needed to verify a transaction, warranty eligibility, or customer-service request.

4. How We Use Personal Information

- Process, verify, fulfill, ship, deliver, service, and support orders.
- Administer returns, refunds, warranties, product registrations, recalls, safety notices, and customer-service requests.
- Authenticate users, prevent fraud, protect transactions, secure our website, and investigate suspected misuse.
- Operate, maintain, personalize, troubleshoot, and improve our website, products, services, and customer experience.
- Communicate about orders, deliveries, account activity, warranty matters, service requests, product updates, and other transactional matters.
- Send marketing communications where permitted by law and consistent with your choices.
- Measure website performance, understand customer interactions, perform analytics, and support advertising and attribution.
- Comply with legal obligations, enforce our agreements, protect legal rights, and respond to lawful requests.

5. Cookies, Analytics and Advertising Technologies

ODL Grills may use cookies, pixels, software development kits, local storage, and similar technologies to keep the website functioning, remember preferences, analyze traffic, measure advertising, detect fraud, and improve performance. Some technologies may be provided by analytics or advertising partners.

Where applicable law gives you the right to opt out of targeted advertising, sale, or sharing of personal information, ODL Grills will provide an appropriate method to exercise that right. We will also honor legally recognized opt-out preference signals, such as browser-based signals, when required by applicable law and when technically received in a manner that can be associated with your browser or device.

6. How We Disclose Personal Information

We may disclose personal information to the following categories of recipients for legitimate business purposes:

- E-commerce, website, hosting, cloud, analytics, customer-support, payment, fraud-prevention, and information-technology providers.
- Freight carriers, shipping companies, delivery services, installers, service technicians, warranty administrators, and fulfillment partners as necessary to complete or support a transaction.
- Professional advisers, insurers, auditors, financial institutions, payment networks, and other entities involved in risk management or legal compliance.
- Advertising and analytics partners when we use advertising or measurement technologies, subject to applicable privacy choices and law.
- Government authorities, law enforcement, courts, regulators, or other parties when disclosure is required by law or reasonably necessary to protect rights, safety, property, or the integrity of our business.
- A buyer, successor, lender, investor, or other party involved in a merger, financing, reorganization, sale of assets, or similar corporate transaction, subject to appropriate safeguards.

7. Sale, Sharing and Targeted Advertising

ODL Grills does not sell personal information for money. However, some state privacy laws use the terms "sale" or "sharing" broadly and may treat certain disclosures to advertising or analytics partners as a sale, sharing, or targeted advertising. Where those laws apply, eligible consumers may opt out using the method provided on our website or by contacting us.

8. Marketing Communications

You may unsubscribe from marketing emails by using the unsubscribe link in the message. You may opt out of marketing text messages as described in the ODL Grills Communication Policy. Transactional or service communications - such as receipts, shipping notices, warranty messages, safety notices, or responses to a request you initiated - may still be sent when reasonably necessary to complete or support your transaction or relationship with ODL Grills.

9. Data Retention

We retain personal information for as long as reasonably necessary for the purposes described in this Policy, including to fulfill transactions, maintain warranty and service records, meet tax and accounting obligations, prevent fraud, resolve disputes, enforce agreements, and comply with legal requirements. Retention periods vary based on the nature of the information, the transaction, applicable law, and legitimate business needs.

10. Data Security

ODL Grills uses administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, loss, misuse, alteration, and disclosure. No online system, transmission method, or storage environment can be guaranteed to be completely secure, and ODL Grills cannot guarantee absolute security.

11. Your Privacy Rights

Depending on your state of residence and whether the applicable law applies to ODL Grills, you may have rights to request access to, correction of, deletion of, or a portable copy of certain personal information; to opt out of targeted advertising, sale, or sharing; to limit certain uses of sensitive personal information; and to appeal a decision on a privacy request. Rights and exceptions vary by jurisdiction.

To submit a privacy request, contact info@odlgrills.com and describe the request. ODL Grills may take reasonable steps to verify your identity and authority before fulfilling a request. Authorized agents may submit requests where permitted by

law, subject to verification requirements. ODL Grills will not unlawfully discriminate against you for exercising an applicable privacy right.

12. California and Other State-Specific Notices

If a state privacy law applies to ODL Grills and provides additional notice or rights, ODL Grills will honor those requirements. Categories of information we may collect are described in Section 2; purposes are described in Section 4; categories of recipients are described in Section 6; and retention practices are described in Section 9. Where required, additional state-specific disclosures or request mechanisms may be provided on our website.

13. Children's Privacy

ODL Grills products and website are intended for a general adult audience and are not directed to children under 13. We do not knowingly seek to collect personal information from children under 13. If you believe a child has provided personal information to ODL Grills, contact us so we can evaluate the request and take appropriate action.

14. Third-Party Websites and Services

Our website may link to third-party services or may integrate services operated by others. ODL Grills is not responsible for the privacy practices of independent third parties. Review their privacy notices before providing information to them.

15. Changes to This Privacy Policy

ODL Grills may update this Policy from time to time to reflect changes in our practices, technology, products, legal requirements, or business operations. The effective date at the top of the Policy will identify the current version. Material changes will be communicated as required by applicable law.

16. Gift Cards, Preorders and Backorders

When you purchase or receive a gift card, place a preorder, or have an item on backorder, ODL Grills may collect and use purchaser and recipient contact information, gift-card identifiers, balances, redemption history, preorder status, backorder status, payment authorization information, delay-consent records, cancellation records, and related communications. We use this information to administer the transaction, prevent fraud, provide required notices, fulfill orders, process refunds, and comply with legal obligations.

Gift-card recipient information should be used only for delivery, redemption, service, fraud prevention, and communications reasonably related to the gift card unless the recipient separately consents to marketing.

Contact ODL Grills

Questions, requests, or notices relating to this policy may be sent to:

ODL Grills
26151 Equity Drive, Daphne, AL 36526
Email: info@odlgrills.com
Website: www.odlgrills.com