

Privacy Policy

FH respects the privacy of visitors to our website. The following privacy policy outlines how we handle information submitted online.

What information do we collect?

FH collects information from you when you register on our site, place an order, subscribe to our newsletters, respond to a survey, fill out a form or become a member.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, email address, mailing address, phone number or credit card information. You may, however, visit our site anonymously.

What do we use your information for?

Any of the information FH collects from you may be used in one of the following ways:

- To personalize your experience – Your information helps us to better respond to your individual needs
- To improve our website – We continually strive to improve our website offerings based on the information and feedback we receive from you
- To improve customer service – Your information helps us to more effectively respond to your customer service requests and support needs
- To process transactions – Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.
- To administer a contest, promotion, survey or other site feature
- To send periodic emails – The email address you provide for order processing may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How do we protect your information?

FH implements a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our payment gateway providers database, which is only accessible by those authorized with special access rights to such systems, and who are required to keep the information confidential.

After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

Do we use cookies?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enable the sites or service providers' systems to recognize your browser and capture and remember certain information

We use cookies to help us remember and process the items in your shopping cart and understand and save your preferences for future visits.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders over the telephone or by contacting FH's Member Services Team at info@facilityheroes.com

Do we disclose any information to outside parties?

FH does not sell, trade or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business or servicing you, so long as those parties agree to keep this information confidential. FH may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising or other uses.

Third-party links

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Italian Privacy Protection Act Compliance

Because we value your privacy we have taken the necessary precautions to be in compliance with the European Privacy Protection Act. We therefore will not distribute your personal information to outside parties without your consent.

As part of the European Privacy Protection Act, all users of our site may make any changes to their information at anytime by logging into their reserved area.

Your Consent

By using our site, you consent to FH's online privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below.

I HAVE READ. UNDERSTOOD AND ACCEPTED

Signature _____