SAGR Products Int’l Privacy Policy

Our commitment and scope

SAGR Products Int’l ("SAGR," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information and describes the choices available to you.

This policy applies to personal information collected through our websites, including www.sagrproducts.com; online platforms, including online stores, social media pages, and dealer groups we operate; mobile applications we provide or use to interact with you; in-person interactions; telephone communications; and email. It also covers information collected in connection with product inquiries, purchases, dealer relationships, training, events, and customer support. References to these channels do not mean that SAGR currently offers every type of service.

Personal information means information that identifies, relates to, or can reasonably be linked to a person. Third-party platforms and applications may also collect and use information under their own privacy policies. This policy describes SAGR’s practices, rather than the independent practices of those providers.

Information we collect

Depending on how you interact with us, we may collect the following information:

- Contact and business information: Your name, company name, job title, email address, telephone number, and billing, mailing, or shipping address.
- Account and transaction information: Account identifiers, login credentials where an account is offered, inquiries, quotes, orders, invoices, payment-related information, delivery details, returns, warranty requests, and customer service records.
- Communications and participation information: Information you provide by telephone, email, online messages, forms, surveys, in-person conversations, training registrations, or event participation.
- Technical and usage information: IP address, browser and device information, referring pages, pages visited, interactions with our digital content, and cookie or similar identifiers. Depending on the tools used, information about interactions with marketing emails may also be collected.

Please provide personal information about another person, such as a shipping recipient, only when you are authorized to do so. Avoid sending sensitive personal information through ordinary email, social media messages, or public posts.

How we collect information

We collect information directly from you when you contact us, create an account, request pricing or assistance, place an order, register for training, attend an event, subscribe to communications, or otherwise interact with SAGR. This includes information provided online, through mobile applications, in person, by telephone, and by email.

We may also receive information from your employer or business associates, authorized shipping recipients, payment and delivery providers, and platforms used to support your interactions with us. Our websites and other digital services may collect technical and usage information automatically through cookies and similar technologies.

How we use information

We use personal information as reasonably necessary to:

- Provide products and services; prepare quotes; process orders and payments; arrange delivery; and handle returns, warranties, and support.
- Manage dealer and customer relationships, accounts, training registrations, and events.
- Respond to inquiries and send order confirmations, invoices, delivery updates, account notices, and other service communications.
- Send product information, training announcements, promotions, and other marketing communications, subject to applicable law and your choices.
- Operate, maintain, evaluate, and improve our websites, online platforms, mobile applications, customer experience, and marketing.
- Protect accounts and systems, prevent fraud and misuse, maintain business records, resolve disputes, and meet legal obligations.

If we propose a materially different use of your information, we will provide additional notice and obtain consent where required by applicable law.

How we disclose information

We may disclose information to service providers that support website hosting, online platforms, account management, payment processing, shipping, email delivery, marketing, analytics, information technology, and business administration. Our website uses Wix services, which may store or process information submitted through the website. We may also disclose relevant information to manufacturers or other business partners when needed to fulfill a request, provide product support, or administer a warranty.

We may disclose information to professional advisers; where required by law or valid legal process; to protect legal rights, safety, or security; or in connection with a proposed or completed merger, acquisition, or transfer of business assets. We may also disclose information at your direction or with your consent. Applicable law and the arrangements governing each relationship determine how recipients may use the information.

Cookies and similar technologies

Our websites, online platforms, and mobile applications may use cookies, pixels, and similar technologies to support essential functions, remember preferences, understand usage, measure communications, and support marketing. The technologies used depend on the service and its configuration. Some may be provided by third parties, and identifiers collected through them may qualify as personal information.

You can manage cookies through your browser settings and through any privacy controls provided on the relevant website or platform. Blocking some technologies may affect account access, checkout, or other features. Mobile application permissions and tracking preferences can generally be managed through the application or your device settings. Where consent is required for nonessential technologies, we will seek that consent before using them.

SAGR does not sell personal information for money. Certain advertising technologies, if enabled, may constitute a “sale,” “sharing,” or processing for targeted advertising under applicable privacy laws even when no money is exchanged. Where these practices occur and applicable law requires it, we will provide the required disclosures and opt-out methods and honor recognized opt-out preference signals, such as Global Privacy Control.

Email and other marketing choices

You may unsubscribe from marketing emails using the unsubscribe link in those emails. You may also contact us to update your marketing preferences or ask us to stop other marketing communications. Opting out of marketing does not prevent us from sending communications needed to fulfill orders, manage your account, respond to requests, or meet legal obligations.

Public posts and third party services

Information you post on our social media pages, online groups, or other shared spaces may be visible to other participants or the public, depending on the platform and its settings. Other participants may copy, save, or redistribute posts. Please avoid posting information you do not want others to access.

Our websites and communications may link to third-party websites, platforms, or applications. Those providers have their own privacy practices. Review their policies and settings before submitting information. Contact us if you need help removing information from a space we manage; we may not be able to remove copies held by others or content controlled by a third party.

Information security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. Where accounts are offered, use a strong, unique password and keep your login credentials confidential. Contact us promptly if you suspect unauthorized access involving your SAGR account.

Retention and deletion

We retain personal information for as long as reasonably necessary for the purposes described in this policy, taking into account the information involved, our relationship with you, and applicable legal requirements. Relevant needs may include order fulfillment, accounting, tax records, warranty administration, fraud prevention, and dispute resolution.

When information is no longer needed, we will delete it or deidentify it in accordance with applicable law and our retention practices. Closing an account or requesting deletion does not necessarily remove every record. We may retain information where permitted or required by law, and backup copies may remain until removed through routine retention cycles.

Privacy requests and rights

You may contact us to request access to, correction of, or deletion of personal information we maintain about you. Depending on your location and whether applicable privacy laws cover SAGR's activities, you may have additional rights to receive a portable copy, opt out of sales or advertising-related sharing and targeted advertising, limit certain uses of sensitive personal information, or appeal a decision about a privacy request.

California residents may have rights under the California Consumer Privacy Act, as amended, including rights to know, access, correct, and delete personal information; opt out of sale or sharing; limit certain uses or disclosures of sensitive personal information; and receive equal treatment for exercising applicable rights. These rights are subject to the law's scope and exceptions.

To submit a request, email info@sagrproducts.com, call 717-334-0048, or write to the address below. You do not need to create an account to contact us. We may request information reasonably necessary to verify your identity or an authorized agent's authority before fulfilling an access, correction, or deletion request. We will respond within the time required by applicable law and explain any applicable exception or denial. To appeal where an appeal right applies, contact us using the same details and identify your request as a privacy appeal. We will not unlawfully discriminate against you for exercising privacy rights.

Children and minors

Our products and services are intended for business customers and adults, and our digital services are not directed to children under 18. We do not knowingly collect personal information from children under 18. If you believe a child under 18 has provided personal information to us, contact us so we can investigate and take appropriate steps, including deletion where required.

Changes to this policy

We may update this policy to reflect changes in our practices, services, or legal obligations. When we do, we will update the date shown in the published policy. We will provide additional notice or obtain consent where required by applicable law.

Contact SAGR

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