

# Privacy Policy

Last Updated: March 8, 2025

## A. INTRODUCTION

1. Richie's RV's & Solar Services, LLC ("Richie's RV's & Solar Services, LLC," "we", "our" or "us") respect your privacy and are committed to protecting your privacy by establishing and complying with this policy (the "policy" or our "Privacy Policy").

2. This policy describes the types of information that we may collect from you or that you may provide when you visit Richie's RV's & Solar Services, LLC.com, or any Richie's RV's & Solar Services, LLC mobile, tablet and other smart device applications, or application program interfaces including all content, functionality and services offered by us (all collectively our "Site"), whether as a guest or a registered user, and our practices for collecting, using, maintaining, protecting and disclosing your information.

- (a) This policy applies to information that we collect:
  - (i) on our Site; and
  - (ii) in email, text, and other electronic messages between you and us, or our Site.
- (b) This policy does not apply to information collected by:

(i) us offline or through any other means, including on any other Site operated by Richie's RV's & Solar Services, LLC or any third party; or

(ii) any third party, including through any application or content (including advertising) that may link to or be accessible from or on our Site.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Site. By accessing or using our Site, you agree to this Privacy Policy. This policy may change from time to time (see "CHANGES TO OUR

PRIVACY POLICY” below). Your continued use of our Site after this policy has been updated is deemed to be your acceptance of those changes, so please check this policy periodically for updates.

## B. CHILDREN UNDER THE AGE OF 13

Our Site is not intended for children under 13 years of age. No one under age 13 may provide any information to or on our Site. We do not knowingly collect personal information from children under 13. If you are under 13, do not use our Site. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at [Jordan.richards@richiesrvs.com](mailto:Jordan.richards@richiesrvs.com).

## C. INFORMATION WE COLLECT ABOUT YOU AND HOW WE COLLECT IT

1. We collect several types of information from and about users of our Site, including information:

(a) by which you may be personally identified, such as your name, postal address, business or home location address, email address, telephone number, activities, interests, memberships, or any other identifier by which you may be identified or contacted online or offline (your “personal information”); and/or

(b) about your credentials used to access our Site, certain functionality on our Site or our Merchandise Store, your internet connection, operating system and version, network type, advertising identifier, the equipment you use to access our Site, and usage details.

2. We collect this information:

- (a) directly from you when you provide it to us;
- (b) automatically as you navigate through our Site or subscribe to our services. Information collected automatically may include usage details, IP addresses, network information, and information collected through cookies, web beacons, and other tracking technologies; and
- (c) from third parties, for example, our business partners and service providers that provide data to Richie's RV's & Solar Services, LLC or that you have authorized to provide data to Richie's RV's & Solar Services, LLC.

## D. INFORMATION YOU PROVIDE TO US.

1. The information we collect on or through our Site may include:

(a) Information that you provide by filling in forms or requesting information on our Site. This includes information provided at the time you access our Site, register to use our Site, download information or material, request further information, or pay for merchandise. We may also ask you for information when you report a problem with our Site.

(b) Records and copies of your correspondence (including email addresses), if you contact us or respond to correspondence from us.

(c) Your responses to surveys or questionnaires that we might ask you to complete for research purposes.

(d) Details of transactions or activities you carry out through our Site.

(e) Your search queries on our Site.

## E. INFORMATION WE GATHER VIA AUTOMATIC DATA COLLECTION TECHNOLOGIES.

1. As you navigate through and interact with our Site, we may use automatic data collection technologies to gather certain information about your equipment, browsing actions, and patterns, including:

(a) details of your visits to our Site, including traffic data, location data, logs, and other communication data, and the resources that you access and use on our Site; and

(b) information about your mobile device or computer, your network or internet connection, including your IP address and advertising identifier, operating system, and browser type.

2. We also may use these technologies to collect information about your online activities over time and across third-party Sites or other online services.

3. We may maintain automatically-collected information or associate it with your personal information we collect in other ways or receive from third parties. Collecting this information helps us to improve our Site and to deliver a better and more personalized service, including by enabling us to:

(a) Understand usage patterns.

(b) Store information about your preferences, allowing us to customize our Site

according to your individual interests.

(c) Speed up your searches.

(d) Recognize you when you return to our Site.

4. The technologies we use for this automatic data collection may include:

(a) Cookies (or “Browser Cookies”). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept Browser Cookies by activating the appropriate setting on your browser. However, if you refuse to accept Browser Cookies, you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that your browser will refuse cookies, our system will issue cookies when you direct your browser to our Site.

(b) Web Beacons. Pages of our Site and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that may permit Richie's RV's & Solar Services, LLC, for example, to count users who have visited those pages or opened an email and for other related Site statistics (for example, recording the popularity of certain Site content and verifying system and server integrity).

## F. THIRD-PARTY USE OF COOKIES.

1. Some content or applications, including advertisements, on our Site are served by third parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies, alone or in conjunction with web beacons or other tracking technologies, to collect information about you when you use our Site. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different Sites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

2. We do not control these third parties' tracking technologies or how they may be used. If you have any questions about such activities, an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt-out of receiving targeted advertising from many providers, see the section titled “CHOICES ABOUT HOW WE USE AND DISCLOSE YOUR INFORMATION” below.

## G. HOW WE USE YOUR INFORMATION

1. We, or our service providers, use information that we collect about you or that you provide to us, including any personal information:

- (a) To present our Site and its contents to you.
- (b) To provide you with information, products, or services that you request from us.
- (c) To perform analytics, machine learning and other technical assessments to improve or expand our services, processing platforms, databases and database management, and customer service offerings.
- (d) To fulfill any other purpose for which you provide your information to us.
- (e) To provide you with notices about your account.
- (f) To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- (g) To notify you about changes to our Site or any products or services we offer or provide through our Site.
- (h) To contact you about Richie's RV's & Solar Services, LLC products or services that may be of interest to you.
- (i) To allow you to participate in interactive features on our Site.
- (j) If you have difficulties getting our Site or services to work as desired, to assist us and you in helping to identify the root cause of your problem.
- (k) In any other way we may describe at the time you provide the information to us.
- (l) For any other purpose with your consent.

## H. DISCLOSURE OF YOUR INFORMATION

1. We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

2. We may disclose personal information that we collect or you provide as described in this Privacy Policy to recipients you request us to disclose the information to or to recipients who are bound by contractual obligations to keep your personal information confidential and use your information only for the purposes for which we disclose your information to them, as follows:

- (a) to our subsidiaries and affiliates;
- (b) to contractors, service providers, and other third parties that we use to support our business;
- (c) to anyone you have authorized to provide your data to Richie's RV's & Solar Services, LLC;
- (d) to a potential buyer or other successor in the event of a merger, divestiture,

restructuring, reorganization, dissolution, or other sale or transfer of some or all of Richie's RV's & Solar Services, LLC's assets which occurs for any reason, in which your personal information held by our Site users might be among the assets transferred;

(e) to fulfill the purpose for which you provide the information to us;

(f) for any other purpose disclosed by us when you provide the information to us; and

(g) with your consent.

3. We may also disclose your personal information:

(a) to comply with any court order, law, or legal process, including to respond to any government or regulatory requirement;

(b) to enforce or apply our terms of use or our terms of sale or other agreements between us, including for billing and collection purposes; and

(c) if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Richie's RV's & Solar Services, LLC, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

## I. CHOICES ABOUT HOW WE USE AND DISCLOSE YOUR INFORMATION

1. We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

(a) Tracking Technologies and Advertising. You can set your browser to refuse all or some Browser Cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please understand that some parts of our Site may then be inaccessible or not function properly. Your browser may offer you a "Do Not Track" option, which allows you to signal to operators of websites and web applications that you do not wish such operators to track certain of your online activities over time and/or across different websites. If your browser is set to "Do Not Track" we will attempt to honor this functionality but please be aware that the Site does not respond to do not track signals. However, our third party service providers may use their own cookies, pixel tags, web beacons or other storage technology to collect and store information from elsewhere on the internet, and we do not have access to, nor control over, a third parties' use of cookies or other tracking technologies.

(b) Promotional Offers from Richie's RV's & Solar Services, LLC. If you do not wish to have your email address or other contact information used by Richie's RV's & Solar Services, LLC to promote our products or services, you may opt-out by contacting us at

Jordan.richards@richiesrvs.com. If we have sent you an unwanted promotional email, you may click on the “unsubscribe” link located on the bottom of the email, or forward that unwanted email to us at Jordan.richards@richiesrvs.com, asking to be omitted from future email distributions. This opt-out does not apply to information provided to or by Richie's RV's & Solar Services, LLC as a result of Richie's RV's & Solar Services, LLC providing services to you or other transactions.

(c) Push Notifications. We may deliver notifications to your mobile device. You can disable these notifications by deleting the relevant service or by changing the settings on your mobile device or by contacting us at Jordan.richards@richiesrvs.com

## J. ACCESSING AND CORRECTING YOUR INFORMATION

You may send us an email at Jordan.richards@richiesrvs.com to request access to, correct or delete any personal information that you have provided to us. We may not be able to accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

## K. YOUR STATE PRIVACY RIGHTS

If you are a California, Nevada, Colorado, Virginia, or Utah resident, your state's laws may provide you with additional rights regarding our use of your personal information. To learn more about your specific state rights please the State Attorney Generals Office for your state.

**California Privacy Notice** – This Privacy Notice applies to California consumers and supplements the Privacy Policy.

**California Shine the Light Law:** The California “Shine the Light” law permits users who are California residents to request and obtain from us once a year, free of charge, a list of the third parties to whom we have disclosed their personal information (if any) for their direct marketing purposes in the prior calendar year, as well as the type of personal information disclosed to those parties. To make such a request, please send an email to info@Richie's RV's & Solar Services, LLC.com. Your request must include information to affirm your identity and provide us with a current California address for response.

**California Consumer Privacy Act (CCPA):** In the preceding 12 months, we have not disclosed your personal information to any third party in a manner that would be considered a sale under the CCPA.

For purposes of the CCPA, we have collected the following categories of consumers' personal information, and disclosed the personal information to the following categories of third parties for a business purpose, in the last 12 months:

Category	Disclosed
Identifiers.	Service providers; advertising partners
Commercial information.	Service providers.
Internet or other electronic network activity.	Service providers; advertising partners.
Professional or employment-related information.	Service providers.
Inferences drawn from other personal information to create a profile about a consumer.	Service providers; advertising partners.



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Personal information categories listed in the categories above, but referenced in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).

Service providers; advertising partners.

## L. NON-U.S. RESIDENTS.

Our services, the Site and its servers are operated in the United States. If you are a resident of a country or jurisdiction outside the United States, please be aware that your personal information will be transferred to, processed, maintained, and used on computers, servers, and systems located where the privacy laws may not be as protective as those in your jurisdiction. If you choose to use our Site or services, you hereby irrevocably and unconditionally consent to such transfer, processing, and use in the United States and elsewhere.

## M. DATA SECURITY

1. We and our service providers have implemented measures designed to help us keep your personal information secure from accidental loss and from unauthorized access, use, alteration, and disclosure. Unfortunately, the transmission of information via the internet or a wireless network is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to or from our Site or via email. Any transmission of your personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on our Site.

2. The safety and security of your information also depends on you. If you have a password to access certain parts of our Site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We may request that you change your password from time to time. We are not responsible for any loss of data, data corruption, or otherwise unauthorized access.

## N. LINKS TO OTHER WEBSITES AND SOCIAL MEDIA

Our Site contains links to other websites, social media sites, and internet and mobile applications. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every website or social media site that collects personally identifiable information. This Privacy Policy applies solely to information collected by this Site.

## O. CHANGES TO OUR PRIVACY POLICY

It is our practice to post any updates that we make to this Privacy Policy on the publicly-available portion of the Site. If we make material changes to how we treat our users' personal information, we will post the updated Privacy Policy to our Site. The date this Privacy Policy was last updated is identified at the top of the first page of this Privacy Policy. You are responsible for periodically visiting our Site and this Privacy Policy to check for any changes.