

Privacy Policy

We guarantee your privacy.

At FlagandBanner.com, we are committed to protecting your privacy.

- FlagandBanner.com does not sell, trade, or rent your personal information to other companies.
- The information we collect about you is used to process orders and to provide a more personalized shopping experience.
- FlagandBanner.com will not collect any personal information about you except when you specifically and knowingly provide such information.

How we use the information we collect:

- When you order, we request your name, e-mail address, mailing address, telephone number, credit card number, and expiration date. This allows us to process and fulfill your order and to notify you of your order status.
- When you enter a contest or other promotional feature, we may ask for your name, address and e-mail address so we can administer the contest and notify winners.
- We may give you the opportunity to participate in surveys. We will ask questions about you, your satisfaction with FlagandBanner.com, and your ideas for improving the site. All information will be kept confidential and will be used to help us make FlagandBanner.com a better site for you.
- We may collect certain technical information, which does not allow us to identify you personally, but pertains to your use of the Internet. For example, on the Web such information may include the type of Internet Browser that you are using.

By using our Web site, you consent to the collection and use of this information by FlagandBanner.com. If we decide to change our privacy policy, we will post the changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

If you are under 18 years of age, you must have your parent or guardian's permission to order.

We guarantee your security.

Every time you shop with FlagandBanner.com, you are backed by our security guarantee because you are shopping on our secure server. The secure server encrypts all of your personal information, including name, address, and credit card number. Encryption ensures that no one can access your personal information.

[About SSL Certificates](#)

What information do we collect?

We collect information from you when you register on our site, place an order, subscribe to our newsletter, respond to a survey or fill out a form.

Any data we request that is not required will be specified as voluntary or optional.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name or e-mail address. You may, however, visit our site anonymously.

Like most websites, we use cookies to enhance your experience, gather general visitor information, and track visits to our website. Please refer to the 'do we use cookies?' section below for information about cookies and how we use them.

What do we use your information for?

Any of the information we collect 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 by the customer.

- 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 or request, in addition to receiving occasional company news, updates, promotions, related product or service information, etc.

- To administer a contest, promotion, survey or other site feature

How do we protect your information?

We implement 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.

These security measures include: password protected directories and databases to safeguard your information, SSL (Secure Sockets Layer) technology to ensure that your information is fully encrypted and sent across the Internet securely or PCI Scanning to actively protect our servers from hackers and other vulnerabilities.

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 only to be accessible by those authorized with special access rights to such systems, and 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 computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

Do we disclose any information to outside parties?

We do 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. We 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.

California Online Privacy Protection Act Compliance

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

As part of the California Online Privacy Protection Act, all users of our site may make any changes to their information at anytime by logging into your account and clicking the 'My Account' link.

Childrens Online Privacy Protection Act Compliance

We are in compliance with the requirements of COPPA (Childrens Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

CAN-SPAM Compliance

We have taken the necessary steps to ensure that we are compliant with the CAN-SPAM Act of 2003 by never sending out misleading information.

Online Privacy Policy Only

This online privacy policy applies only to information collected through our website and not to information collected offline.

Your Consent

By using our site, you consent to our privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below.

Arkansas Flag and Banner
800 W 9th Street
Little Rock, AR 72201
USA

(800) 455-0653
customersupport@flagandbanner.com

Privacy Policy Customer Pledge

We pledge to you, our customer, that we have made a dedicated effort to bring our privacy policy in line with the the following important privacy laws and initiatives:

Federal Trade Commision Fair
Childrens Online Privacy Protection Act
Privacy Alliance
Controlling the Assault of Non-Solicited Pornography and Marketing Act
Trust Guard Privacy Requirements

IMPORTANT – PLEASE READ
Privacy Policy

Incorporation into Conditions of Use

This privacy policy (hereinafter “**Policy**”) is incorporated in and subject to, the [Conditions of Use](#) (hereinafter “**Conditions of Use**”) for this website (hereinafter “**Site**”). Please refer to the Conditions of Use for definitions of words with initial capitals letters that are not otherwise defined in this Policy. On the Site a link to Conditions of Use can be found near the link to this Privacy Policy.

The Site is owned by Raymond Shores and Associates, Inc. (hereinafter “**RSA**”, “**We**”, “**Us**” and “**Our**”), a for-profit Mississippi corporation.

RSA reserves the right, in Our sole discretion, to change, modify, add, or remove portions of this Policy at any time. When IB makes any significant updates to this Policy, IB will post a notice in a prominent place on our website for a period of thirty (30) days to make you aware of the changes that have been made. For ease of reference, IB will also indicate when the most recent version of the Policy took effect. By your continued use of the Site, you consent to the revised terms of our Policy. You should read this Policy periodically for changes. If you use the Site after IB posts changes to this Policy, you are deemed to have accepted the changed Policy.

This Policy was last changed on July 21, 2017.

Information Collection and Submission

IB collects information to provide better services for all of its users. When you visit the Site, you acknowledge that you may be providing IB with two specific types of information: (i) information that you provide which personally identifies you or your business (“**Personally Identifiable Information**”) and (ii) information that you provide, or that we collect as you interact with the Site, which does not personally identify you or your business (“**Site-Use Information**”).

Personally Identifiable Information. Throughout the Site, you may voluntarily submit Personally Identifiable Information that personally identifies you. For example, the Site may ask you to voluntarily submit Personally Identifiable Information if you register for the Site. Personally Identifiable Information includes, but is not limited to, your (a) name, (b) company’s name, (c) department, (d) physical address, (e) phone number, (f) fax number, (g) e-mail address, and (h) billing information.

Site-Use Information. To help IB tailor the Site to the needs and interests of the Site’s visitors, IB may collect various types of Site-Use Information that do not identify you personally. For example, when you visit the Site, IB’s server, through the use of tracking devices, may collect Site-Use Information pertaining to you, including, but not limited to, the length of time you spend on the Site, which pages you visited within the Site, which site you visited before coming to the Site, and which site you accessed when you left the Site.

Cookies

IB uses various technologies to collect and store information when you visit our site, this includes the use of “cookie,” which is a small text file that is stored on a user’s computer for record keeping purposes, or similar technologies to identify your browser or device. IB reserves the right to place these cookies in the browser files of your computer. You can configure your browser to refuse cookies, or to warn you before a cookie is placed. If you disable cookies, some parts of the Site may not function properly or at all.

Do Not Track

At this time sites on the IB Network do not recognize automated browser signals regarding tracking mechanisms, which may include ‘do not track’ instructions. However, you can change your privacy preferences regarding the use of cookies and similar technologies through your browser. You may set your browser to accept all cookies, block certain or all cookies, or require your consent before a cookie is placed in your browser.

Security

IB works hard to protect its users from unauthorized access to or unauthorized alteration, destruction or disclosure of information we hold. IB uses commercially reasonable administrative, technical, human, and physical measures to protect your information in IB’s possession against loss and theft and unauthorized use, disclosure, or modification. However, IB cannot guarantee that any electronic commerce is totally secure. For example, IB has no control over the information collected by your Internet service provider or your employer (if the Site is made available to you through your employer). Any such third party that collects your information may use the information in accordance with its terms and conditions of use (and related privacy policies), which may be different from this Policy. IB is not responsible for any information collected by such third parties and/or how such information is used or maintained. Neither any third party nor IB has the authority to make any representations or commitments on behalf of the other.

Consent

By using the Site, you are consenting to have your personal data transferred to, and processed in, the United States pursuant to this Policy. The Site is hosted in the United States. If you do not agree with this Privacy Policy, then you may choose that your sole and exclusive remedy is to discontinue using the Site immediately.

Users Outside the United States

Portions of the Site may be hosted on our computer servers in the United States. If you are accessing the Site from outside of the United States, any Personally Identifiable Information collected through the Site may be transferred to the United States or other countries whose privacy laws may be different from those of your home country. Your use of the Site or submission of any Personally Identifiable Information will therefore constitute your consent to the transfer of your Personally Identifiable Information outside of your home country.

Links To Other Sites

The Site may contain links to other sites not owned or operated by IB. Those other sites may not have the same privacy policy as IB, and IB is not responsible for the privacy practices, security measures or content of those other sites. When you visit those other sites, you should read their privacy policies. This Policy applies solely to information collected by IB.

Permitted Disclosures

Information about IB's customers is an important part of its business, and we only share customer information collected on the Site as described below. References to "Information" in this "Permitted Disclosures" section refers to both Personally Identifiable Information and Site Use Information.

Affiliates: Subsidiaries and affiliates of Interstate Batteries, Inc., and their respective employees, agents, and contractors may access and use your Information in accordance with this Policy.

Third-Party Service Providers: IB employs other companies and individuals to perform functions on its behalf. Examples include (i) those who help IB manage or provide the Site or process functionality offered by the Site (for example, statistical analyses, data processing, and marketing assistance), and (ii) outside contractors, agents, or sponsors who help IB with the development, administration and maintenance of the Site or process functionality offered by the Site. These outside contractors, agents, or sponsors have access to your Information as needed to perform their functions, and may temporarily store such Information on their servers.

Business Transfers: As IB continues to develop its business, it may sell or buy stores, subsidiaries, or business units. Therefore, if IB sells all or part of its business or makes a sale or transfer of all or a material part of its assets or equity or is otherwise involved in a merger or transfer of all or a material part of its business, which IB may do at its sole discretion and without requiring your consent, IB may transfer your Information to the party or parties involved in the transaction as part of that transaction.

Protection of IB and Others: Notwithstanding any provision of this Policy to the contrary, IB further reserves the right at all times, and without needing further permission from you to release your Information to: (i) comply with the law regulation, governmental or law enforcement request, or discovery order; (ii) enforce or apply our [Conditions of Use](#) and other agreements; or (iii) protect the rights, property, or safety of IB, its affiliates, its users, or others. This includes exchanging Information with other companies and organizations for fraud protection and credit risk reduction.

Personally Indefinable Information: IB may provide your Personally Identifiable Information to a third party in those instances where you have chosen to receive certain information and have been notified that the fulfilment of such a request requires the sharing of your Personally Identifiable Information.

With Your Consent: Other than as set out in this Policy, you will receive notice when information about you might go to third parties, and you will have an opportunity to choose not to share the information.

Use of Information

IB's use of Personally Identifiable Information and Site Use Information is a necessary part of IB's business, and IB will use information collected on the Site as described in this Policy.

Site Use Information. In addition to the uses described in the "Permitted Disclosures" section, IB is permitted to use the Site-Use Information in IB's discretion. Accordingly, IB reserves the right to aggregate Site-Use Information with information collected from other visitors of the Site to track overall visitor traffic patterns, which will allow IB to develop statistics that are helpful to understanding how visitors use the Site. IB may also use Site-Use Information (i) to monitor, maintain, and improve the functionality of the Site, making it more responsive to the needs of the Site's visitors, and (ii) for historical, statistical, scientific, or other purposes. IB further reserves the right to use, sell, and assign for any and all purposes all Site-Use Information; and you authorize IB to use, sell, and assign, for any and all purposes, all Site-Use Information.

Personally Identifiable Information. IB will only use the Personally Identifiable Information you provide us in a manner that is consistent with this Policy. In addition to the other uses described in the "Permitted Disclosures" section, IB may also periodically use your email address to send you promotional materials related to IB's products and services. If you want to stop receiving such materials from IB, you should follow the unsubscribe instructions at the bottom of each email.

With Your Consent: Other than as set out in this Policy, IB will obtain your permission before IB (i) uses your Personally Identifiable Information in a way that is inconsistent with the purpose for which it was submitted, or (ii) shares your Personally Identifiable Information with third parties that are not affiliated with IB.

To Stop Use of Personally Identifiable Information

If you ask IB in writing to stop using your Personally Identifiable Information, IB will honor that request while retaining any record of your Personally Identifiable Information that is necessary to comply with applicable federal, state, or local law or discovery request.

Modification of Personally Identifiable Information

We will take commercially reasonable steps to correct any Personally Identifiable Information if you inform us that it is incorrect.

Data Retention

IB may retain your personal information, including but not limited to your Personally Identifiable Information, as long as necessary to achieve the purpose for which it was collected. This usually will last for the duration of any contractual relationship or as thereafter legally required or permitted by law.

California: California Privacy Rights

California Civil Code Section 1798.83 allows California residents to ask companies with whom they have an established business relationship to provide certain information about the companies' sharing of personal information with third parties for direct marketing purposes. California customers who wish to request further information about our compliance with this law or have questions or concerns about our privacy practices may contact us at the address below.

Children's Policy

IB does not sell products or services for purchase by children through the Site, nor does it does intend to collect any personal information from children through the Site. Personal information means information that individually identifies an individual including, without limitation, (a) first and last name, (b) physical address, (c) phone number, (d) fax number, (e) e-mail address, and (f) certain types of Site Use Information. Please do not allow children under the age of 13 to provide any personal information via the Site. If you are under the age of 13, you may use the Site only with the involvement of a parent. If IB determines that a child under 13 has provided personal information, IB will delete that personal information as soon as practicable. If you

become aware that a child under 13 has provided personal information, please contact IB at the following addresses: Interstate Batteries, 12770 Merit Drive, Dallas, Texas, 75251, Attention: Ecommerce Customer Service; Email: CustomerService@InterstateBatteries.com.

Questions

If you would like to communicate with us about this Policy or IB's collection and/or use of your Personally Identifiable Information, please contact IB at the following addresses:

Interstate Batteries, 12770 Merit Drive, Dallas, Texas, 75251, Attention: Ecommerce Customer Service; Email: CustomerService@InterstateBatteries.com.