

PRIVACY POLICY

Thank you for accessing the benchk.us Website ("Site") operated by BenchK LLC ("BenchK"). We respect your privacy and want to protect your personal information.

This Privacy Policy explains how we collect, use and (under certain limited conditions) disclose your personal information. This Privacy Policy also explains the steps we have taken to secure your personal information. Finally, this Privacy Policy explains your options regarding the collection, use and disclosure of your personal information. By visiting the Site directly or through another site, you accept the practices described in this Policy.

This privacy policy applies to the Site. This privacy policy does not necessarily apply to any offline collection of your personal information. Please see below for details.

We are not responsible for the content or privacy practices on any web site not operated by BenchK to which the Site links or that links to the Site.

INFORMATION COLLECTION AND USE

1. INFORMATION COLLECTION.

We collect information from you in several different ways on this Site. One goal in collecting personal information from you is to provide an efficient, meaningful, and customized experience. We use your personal information to:

- help make the Site easier for you to use by not having to enter information more than once.
- help you quickly find information, products, and services.
- help us create content that is most relevant to you.
- alert you to new information, products, and services that we offer.
- tailor ads or other communications to be most relevant to you.

Registration and Ordering. Before using certain parts of any Site or ordering products, you must complete an online registration form. During registration, you will be prompted to provide to us certain personal information, including but not limited to your name, shipping and billing address(es), phone number, and email address. In addition, we may also ask you for your country of residence and/or your organization's country of operation, so we can comply with applicable laws and regulations. These kinds of personal information are used for billing purposes, to fulfill your orders, to communicate with you about your order and the Sites, and for internal marketing purposes. If we encounter a problem when processing your order, your personal information may be used to contact you.

Email Addresses. Several locations of the Site permit you to enter your email address for purposes including but not limited to: to create a gift registry, to request us to notify you of new products; or to sign up for email newsletters and special offers.

Cookies and Other Technology. Like many sites, the Site employs cookies and web beacons (also known as clear GIF technology or “action tags”) to speed your navigation of the Site, recognize you and your access privileges, and track your Site usage.

Cookies are small pieces of information that are stored as text files by your Internet browser on your computer’s hard drive. Most Internet browsers are initially set to accept cookies. You can set your browser to refuse cookies from web sites or to remove cookies from your hard drive, but if you do, you will not be able to access or use portions of the Site. We have to use cookies to enable you to select products, place them in an online shopping cart, and to purchase those products. If you do this, we keep a record of your browsing activity and purchase. **THE SITE’S COOKIES DO NOT AND CANNOT INFILTRATE A USER’S HARD DRIVE TO GATHER A USER’S CONFIDENTIAL INFORMATION.** Our cookies are not “spyware.”

Web beacons assist in delivering cookies and help us determine whether a web page on the Site has been viewed and, if so, how many times. For example, any electronic image on the Site, such as an ad banner, can function as a web beacon.

We may use third-party advertising companies to help tailor site content to users or to serve ads on our behalf. These companies may employ cookies and web beacons to measure advertising effectiveness (such as which web pages are visited or what products are purchased and in what amount). Any information that these third parties collect via cookies and web beacons is not linked to any personal information collected by us.

Log Files. As is true of most web sites, the Site server automatically recognizes the Internet URL from which you access the Site. We may also log your Internet protocol (“IP”) address, Internet service provider, and date/time stamp for system administration, order verification, internal marketing, and system troubleshooting purposes. (An IP address may indicate the location of your computer on the Internet.)

Age. We respect children’s privacy. We do not knowingly or intentionally collect personal information from children under age 13. If you are under the age of 13, please do not submit any personal information to us, and rely on a parent or guardian to assist you.

2. INFORMATION USE AND DISCLOSURE.

Internal Use. We use your personal information to process your order and provide you with customer service. We may internally use your personal information to improve the Sites’ content and layout, to improve outreach and for our own marketing efforts (including marketing our services and products to you), and to determine general marketplace information about visitors to the Site.

Communications with You: We will use your personal information to communicate with you about the Site and your orders and deliveries. Also, we may send you a confirmation email when you register with us. We may send you a service-related announcement on the rare occasions when it is necessary (for example, if we must temporarily suspend our service for maintenance.) Also, you may submit your email address for reasons such as to create a gift registry, to request us to notify you of new products; or to sign up for email newsletters and special offers. If you submit your email address, we use it to deliver the information to you. We always permit you to unsubscribe or opt out of future emails (see the opt out section, below, for more details). Because we have to communicate with you about orders that you choose to place, you cannot opt out of receiving emails related to your orders.

External Use. We want to provide you with excellent service and to offer you a great selection. We do not sell, rent, trade, license or otherwise disclose your specific personal information or financial information to anyone other than to affiliates under BenchK's control, except that:

- As do most catalog and Internet retailers, we sometimes use others to perform specific functions on our behalf. When we disclose information to these service providers, we disclose information to help them to perform their service. For example, in order to deliver products to you, we must share some information. We partner with third parties (such as the UPC) to ship products, to ensure delivery, and so that we can obtain feedback, improve the quality of our service, and measure and improve the quality of the service of the third party. In the example of shippers, we provide them some personally identifiable information such as your name, shipping address, email, and phone number.
- Similarly, to help you buy products and provide customer service to you, we must provide your credit card number to financial-services corporations such as credit-card processors and issuers. When we submit your credit card number for authorization, we use state-of-the-art data encryption to protect your information. (More on this below in Data Security.)
- We may disclose such information in response to requests from law enforcement officials conducting investigations; subpoenas; a court order; or if we are otherwise required to disclose such information by law. We also will release personal information where disclosure is necessary to protect our legal rights, enforce our Terms of Use or other agreements, or to protect ourselves or others. For example, we may share information to reduce the risk of fraud or if someone uses or attempts to use the Site for illegal reasons or to commit fraud.
- We will not sell (or trade or rent) personally identifiable information to other companies as part of our regular course of business. However, it's possible that we might acquire or merge with or be acquired by another company or that we might dispose of some or all of our assets. If that happens, your personal information may be disclosed to another company, but that disclosure will be subject to the Privacy Policy in effect.
- We may share non-personal information (such as the number of daily visitors to a particular web page, or the size of an order placed on a certain date) with third parties such as advertising partners. This information does not directly personally identify you or any user.

DATA SECURITY

The Site incorporates physical, electronic, and administrative procedures to safeguard the confidentiality of your personal information, including Secure Sockets Layer ("SSL") for all financial transactions through the Site. We use SSL encryption to protect your personal information online, and we also take several steps to protect your personal information in our facilities. Access to your personal information is restricted. Only employees who need access to your personal information to perform a specific job are granted access to your personal information. Finally, we rely on third-party service providers for the physical security of some of our computer hardware. We believe that their security procedures are adequate. For example, when you visit the Site, you access servers that are kept in a secure physical environment, behind a locked cage and an electronic firewall.

While we use industry-standard precautions to safeguard your personal information, we cannot guarantee complete security. 100% complete security does not presently exist anywhere online or offline.

OPT OUT/CORRECTIONS

Upon your request, we will

- correct or update your personal information;
- stop sending emails to your email address;
- disable your account .

You can make these by emailing your request to BenchK LLC at Contact Us, or by calling us at +1 305-429-4698.

Please do not email your credit-card number or other sensitive information to BenchK LLC.

OFFLINE COLLECTION, USE & DISCLOSURE OF INFORMATION

The majority of information that we collect is obtained through the Site, and this Privacy Policy applies only to that online collection of personal information. We also may collect information offline, where we also try to protect the privacy of your personal information. One example involves someone calling us to place an order or to ask questions. When someone calls, we will ask only for the personal information we need in order to place the order or to answer the question. When we need to store information (such as order information), we will enter it into our database through SSL encryption. (See the Data Security section above for more information). There are other ways we could learn of personal information offline, and this Policy doesn't discuss or try to predict all of those methods or uses. As we mentioned, we will try to treat offline collection, uses, and disclosures consistently with our relevant online practices.

UPDATES TO THIS POLICY

If we change or update this Privacy Policy, we will post changes and updates on the Site so that you will always be aware of what information we collect, use and disclose. We encourage you to review this Privacy Policy from time to time so you will know if the Privacy Policy has been changed or updated. If you have any questions about the Privacy Policy, please contact us at Contact Us.

EUROPEAN UNION PRIVACY NOTICE

This Privacy Notice applies to our processing of personal data of EU residents that is covered by the EU General Data Protection Regulation (GDPR) and is a supplement to our Privacy Policy.

WHO WE ARE

BenchK LLC is a sports equipment manufacturer headquartered in Palm Harbor, Florida. BenchK LLC is the controller of your personal data that we have collected.

PERSONAL DATA

Personal Data is a legal term that describes any information that identifies a particular person and has special meaning under European Union law.

For purposes of the EU's General Data Protection Regulation (GDPR) personal data is any information that can identify you, either directly or indirectly, such as a name, an identification number, your IP address, data about your location, or information about your physical, physiological, genetic, mental, economic, cultural or social identity.

We are providing you this notice because we have collected some of your personal data from you. We collect your data for a variety of reasons, depending on whether you are an employee, a customer, an agent, or a vendor.

WHAT IS THE LEGAL BASIS AND PURPOSE FOR HOLDING YOUR PERSONAL INFORMATION?

If you are a customer, an employee, or a job applicant, the personal information we hold, and use is necessary for the performance of the services contract to which you are a party. If you are a prospective customer, the personal information we collect, and use is necessary for our legitimate interest in providing you with information about the services we offer, and about which you have expressed an interest or that we believe will be of benefit to you. In some cases, our legal basis for collecting your personal data is because you have expressly consented to our collection and use of your personal information.

HOW LONG DO WE KEEP YOUR PERSONAL DATA?

If you are a customer, applicant for employment, vendor or agent, we will keep your personal data on an ongoing basis for so long as we have a legitimate interest to inform you of our services, or until our contractual relationship has terminated, as the case may be. We are required to retain certain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices.

YOUR RIGHTS AS A DATA SUBJECT

You have the following rights concerning your personal data that we hold and process that you can exercise at any time:

Right of access – you have the right to request a copy of the information that we hold about you.

Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.

Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.

Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.

Right of portability – you have the right to have the data we hold about you transferred to another organization.

Right to object – you have the right to object to certain types of processing such as direct marketing.

Right to judicial review: if BenchK LLC refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in the process below.

Please note: we will not be able to delete information that is required to maintain our business purpose or that is required to facilitate your contract with us. All the above requests will be forwarded on to other parties holding and processing your data where appropriate.

UNDER WHAT CIRCUMSTANCES WILL BenchK LLC CONTACT ME?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimize the risk of unauthorized access or disclosure.

CONSENT

For certain types of personal data, we have asked for your consent to use the data for certain described purposes at the time you provided it. You may withdraw your consent at any time.

When you give us your consent, you are giving us permission to process your personal data specifically for the purpose identified in the consent request. Where we ask you for additional personal data, we will obtain your consent to our proposed use of that data where required, and always tell you why and how the information will be used.

You may withdraw consent at any time by sending an email to office@benchk.com

SHARING WITH THIRD PARTIES

We may pass your personal data on to third-party service providers contracted by BenchK LLC to perform certain services for us, or to collaborate directly with you. For a complete and up-to-date list of the third parties we are currently using, please send an email to office@benchk.com

Any third parties that we may share your data with are obliged to keep your details securely, and to use them only for the purposes and to complete the tasks identified within the BenchK LLC/Contractor contract.

INTERNATIONAL TRANSFER OF PERSONAL DATA

BenchK LLC may transfer your personal information within BenchK LLC and/or to other third parties, such as our third-party service providers. Your personal information may be transferred to, stored, and processed in a country other than the one in which it was collected. This may include the United States. When we do so, we transfer the information in compliance with applicable data protection laws. In particular, we have implemented safeguards in the form of standard data protection clauses adopted by the European Commission. The safeguards ensure compliance with the data protection requirements of the GDPR as well as your rights appropriate to the processing of your personal data.

WHAT ARE COOKIES?

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

HOW DO WE USE COOKIES?

We use cookies for the following purposes:

Assisting you in navigation of our sites

To help you provide feedback to us

Analysing your use of our products, services or applications

We use the following cookies and classify cookies in the following categories:

Strictly necessary cookies

Advertising cookies

Analytics cookies

Performance cookies

Session cookies

Targeting cookies

You can opt-out of each cookie category (except strictly necessary cookies) by clicking on the “cookie settings” button below.

COOKIE PRIVACY SETTING

When you visit any web site, it may store or retrieve information on your browser, mostly in the form of cookies. This information might be about you, your preferences or your device and is mostly used to make the site work as you expect it to. The information does not usually directly identify you, but it can give you a more personalized web experience. Because we respect your right to privacy, you can choose not to allow some types of cookies. Click on the different category headings to find out more and change our default settings. However, blocking some types of cookies may impact your experience of the site and the services we are able to offer.

Strictly necessary cookies: These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually set only in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

ADVERTISING COOKIES

Advertising cookies are placed on your computer by advertisers and ad servers in order to display advertisements that are most likely to be of interest to you. These cookies allow advertisers and ad servers to gather information about your visits to the Site and other websites, alternate the ads sent to a specific computer, and track how often an ad has been viewed and by whom. These cookies are linked to a computer and do not gather any personal information about you.

ANALYTICS COOKIES

Analytics cookies monitor how users reached the Site, and how they interact with and move around once on the Site. These cookies let us know what features on the Site are working the best and what features on the Site can be improved.

PERSONALIZATION COOKIES

Personalization cookies are used to recognize repeat visitors to the Site. We use these cookies to record your browsing history, the pages you have visited, and your settings and preferences each time you visit the Site.

SECURITY COOKIES

Security cookies help identify and prevent security risks. We use these cookies to authenticate users and protect user data from unauthorized parties.

SITE MANAGEMENT COOKIES

Site management cookies are used to maintain your identity or session on the Site so that you are not logged off unexpectedly, and any information you enter is retained from page to page. These cookies cannot be turned off individually, but you can disable all cookies in your browser.

PERFORMANCE COOKIES

These cookies allow us to count visits and traffic sources, so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site and will not be able to monitor its performance.

HOW TO CONTROL COOKIES

You can control and/or delete cookies as you wish – for details, see aboutcookies.org. You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionalities may not work.

RETURN POLICY

You may return or exchange an unused item in new condition within 30 days of delivery.

All items must include original packaging.

Items that are used or damaged may be denied a refund or exchange.

HOW TO RETURN AN ITEM

Return possible after prior telephone or e-mail contact.

The return form available on the website should be completed and sent to biuro@benchk.com.

Return costs are covered by the Buyer.

RETURN PROCESS EXCEPTIONS

Please allow up to 3-5 business days for your return or exchange to be processed.

In most cases, your refund will automatically go back to the original form of payment used for the purchase.

Original shipping charges incurred on your purchase aren't refundable as part of your return or exchange.

If you have questions or received an incorrect or damaged item Contact Us.

RETURN ADDRESS

BenchK LLC Warehouse
8020 118 th Ave N Largo
33771 Florida, USA

BENCHK'S CANCELLATION POLICY

You may cancel an order at any time prior to the order entering the “Processing” stage.

Once it has entered Processing the order may not be canceled.

You can track the process of your order in the “Order History” tab of your account page.