ONE CLARION

Privacy Policy

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1. Who We Are

Portable Tank Group, Inc., doing business as One Clarion ("One Clarion," "we," "us," or "our"), operates this website and other websites and online stores. This Privacy Policy applies to every website we operate that links to it. It also applies to information we collect when you request a quote, place an order, or contact us by phone, email, text message, or web form. In this policy, "personal information" means information that identifies you or can reasonably be linked to you.

2. Information We Collect

Information you give us. Your name, company, email address, phone number, billing and shipping addresses, project location, product requirements, tax exemption certificates and the details on them, and anything else you provide in a form, quote request, order, email, text message, or phone call. If you give us information about another person, such as a delivery contact, you confirm that you are allowed to share it.

Order information. Quotes, orders, shipping and delivery details, purchase history, payment status, returns, and service records. Card payments are handled by third-party payment processors. We do not store full payment card numbers.

Information collected automatically. When you visit our websites, we and third-party providers automatically collect information about your device and your activity on our sites. Section 4 lists what is collected and how.

We may also receive information about you from companies that help us process payments, deliver orders, and measure advertising, and from references you give us when you apply for payment terms.

3. How We Use Information

We use personal information to:

- Answer inquiries, prepare quotes, recommend products, and review job and vendor applications.
- Estimate freight, process and deliver orders, take payment, review tax exemption and payment terms requests, and handle returns and service requests.
- Contact you about quotes, orders, and deliveries by phone, email, or text message.
- Send marketing emails to subscribers and customers.
- Operate, secure, and improve our websites and online tools, limit automated or excessive use of them, and understand how they are used.
- Measure and improve our advertising.
- Prevent fraud, enforce our agreements, collect amounts owed, resolve disputes, keep business records, and meet legal obligations.

4. Cookies, Analytics, Session Replay, and Advertising

Our websites use cookies, pixels, tags, scripts, browser storage, and similar technologies. Some are set by us. Others are set by third-party providers of analytics, session replay, advertising, customer record, and security services. These technologies begin collecting information when a page loads. By using our websites, you agree to the collection and use of information described in this section.

What these technologies collect.

- Your IP address and the general location it indicates.
- Your browser, device, operating system, and screen details.
- Unique identifiers stored in cookies or browser storage, including device and advertising identifiers.
- The website, search, advertisement, or email link that brought you to our site.
- The pages you view, when you view them, and how long you stay.
- Your clicks, taps, scrolling, and mouse movements.
- The forms you start or submit, the items you add to a cart, the freight quotes you request, and the orders you place.

Site functions. Cookies and browser storage that we set keep items in your cart, keep you signed in, and remember your settings.

Analytics. Third-party analytics services receive the information listed above. They use it to measure visits, traffic sources, page performance, and outcomes such as form submissions and orders, and they report those measurements to us.

Session replay and heatmaps. A third-party session replay service records your activity on our pages, including mouse movements, clicks, taps, scrolling, and the pages you view. It uses that record to reconstruct individual visits and to build heatmaps, which we review to understand how our pages are used and to improve them. We have set the service to mask the text on our pages and anything you type into a form. The provider of the service receives the recordings and may also use them for its own purposes, including advertising.

Customer records. When you submit a form or click a link in an email from us, our customer record system may connect your activity on our websites, both before and after that point, to your contact record. Our emails may contain pixels and tracked links that tell us whether an email was opened and which links were clicked.

Advertising. Advertising platforms, including search and social media companies, place pixels and tags on our websites. Through them the platforms collect or receive the information listed above. They may combine it with information they hold about you from their own services and, over time, from other websites and apps. They use it to measure whether our advertisements lead to visits, inquiries, and orders, and to deliver and target advertising.

Security and misuse prevention. To keep our freight quote and checkout tools available to customers, we run automated bot protection on those pages through a third-party security service. The service and our own tools read your IP address and device details and store an identifier in your browser. We use these to block automated traffic and to limit excessive use of the tools.

How third parties handle this information. The providers described in this section collect this information directly from your browser or device. They handle it under their own terms and privacy policies, which we do not control.

Browser signals. Our websites are not set up to respond to Do Not Track, Global Privacy Control, or similar browser signals. Some of the third parties described above may respond to those signals on their own.

Section 6 explains the choices you have.

5. How We Disclose Information

We disclose personal information to:

- Service providers that host our websites and online stores, manage customer records and communications, process payments, calculate shipping rates, send email, store business records, protect our websites from misuse, and provide analytics.
- Production, freight, and delivery partners, as needed to quote, fill, and deliver your order.
- Analytics, session replay, and advertising providers, as described in Section 4.
- Professional advisers such as accountants, insurers, and attorneys.
- Government authorities, courts, and others when the law requires it or when needed to protect our rights, property, or safety or that of others, enforce our agreements, collect amounts owed, prevent fraud, or respond to a security incident.
- A buyer, successor, lender, or their advisers in connection with a sale, merger, financing, reorganization, or bankruptcy of our business, including during negotiations.

We also disclose information when you ask us to, for example to your contractor, engineer, or freight forwarder.

6. Your Choices

Marketing email. Use the unsubscribe link in any marketing email or contact us. We will still send messages about your quotes, orders, and service requests.

Calls and texts. Tell your Sales Specialist if you would rather not be contacted by phone or text message.

Cookies. You can block or delete cookies and browser storage in your browser settings. Some features, such as the shopping cart and freight quotes, may not work without them.

Advertising. You can opt out of interest-based advertising from participating companies at aboutads.info/choices. Advertising platforms you hold accounts with also offer advertising controls in their account settings. These choices apply to the browser or device you use to make them.

Your information. You may ask what personal information we hold about you, or ask us to correct or delete it, by emailing info@oneclarion.com or calling 863-261-8388. We may need to confirm your identity. We may keep information we need to complete orders, maintain business and tax records, or meet legal obligations. If the law where you live gives you additional privacy rights, contact us the same way.

7. Retention and Security

We keep personal information for as long as we need it for the purposes in this policy. Those purposes include serving you as a customer, supporting warranties and repeat orders, keeping accounting and tax records, resolving disputes, and meeting legal obligations. Customer, order, shipping, and tax exemption records are business records, and we may keep them for as long as we remain in business. Technical logs from our website tools are kept for shorter periods.

We use administrative, technical, and physical safeguards designed to protect personal information. No method of transmission or storage is completely secure, and we cannot guarantee security.

8. Other Things to Know

Children. Our websites are intended for businesses and adults. We do not knowingly collect personal information from children under 13.

Visitors outside the United States. We are based in the United States. Information we collect is processed in the United States and in other countries where our service providers operate. Privacy laws there may differ from those where you live.

Other websites. Our websites may link to websites we do not operate. Their privacy practices are their own.

Changes. We may update this policy. We will post the updated version on this page and change the effective date. Updates apply from that date.

9. Contact Us

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