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- You agree to use this website for lawful purposes only, and in a way, that does not infringe the rights of, restrict or inhibit anyone else's use of this site.
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 - (a) The use or the inability to use the site;
 - (b) The use of any content or any materials on this site or any website linked to this site;
 - (c) Unauthorized access to or alteration of your data;
 - (d) Conduct of any third-party on this site; or
 - (e) Any other matter relating to this site;
- Both parties agree that the terms, as well as any other documents relating to this site including notices, have been and will be drawn up in the English language only.

PRIVACY POLICY

At Friction Tool Solutions Inc., we understand the importance of protecting the privacy of our customers' personal information. We are committed to complying with current privacy legislation and guidelines. We respect and protect the personal information of our customers by:

- Limiting collection, use, disclosure, and retention;
- Establishing procedures to receive and respond to inquiries and complaints;
- Ensuring accuracy and accountability through staff training;
- Safeguarding sensitive information using the best available security systems and practices;
- Honoring any customer's request not to receive mail, telephone, e-mail or other solicitations from us.

If you have questions regarding the handling of your personal information, please contact our Privacy Officer by e-mail at: info@frictiontool.com

What information do we collect?

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

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

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 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.

- 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.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

- 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 submit a request, place an order or access your personal information.

These security measures include: (for example: password protected directories and databases to safeguard your information, SSL (Secure Sockets Layered) 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).

All credit card information is transmitted via (for example: 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 is complete, your private credit card information will not be stored on our servers.

Cookies:

Our website also makes use of Cookies. Cookies are small bits of computer information that reside on your computer's hard drive. This information will identify your computer when you visit our site, so we can enhance your convenience and use of our site. You have the option of disabling the use of cookies by adjusting the settings in your internet browser, but doing so may limit your ability to access and use certain features of our website.

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.

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, and/or update the Privacy Policy modification date below. Policy changes will apply only to information collected after the date of the change.

This policy was last modified on **October 17, 2017**.

Contacting Us

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

Friction Tool Solutions Inc.
info@frictiontool.com