

Sun Rental Center Inc. – Privacy Policy

Effective: June 26, 2025

Sun Rental Center Inc. (“Sun Rental,” “we,” “our,” or “us”) respects your privacy. This policy explains what personal information we collect through our websites, mobile applications, reservation portals, and any other online services that link to it (collectively, the “Site”), how we use it, and the choices you have regarding that information. By visiting or using the Site, you agree to the practices described below.

1. Information We Collect

We collect only the information needed to provide and improve our rental products and services:

<u>Category</u>	<u>Examples</u>
Contact Details	Name, postal address, email address, phone number
Account & Transaction Data	Booking history, delivery / pick-up addresses, payment method, equipment preferences
Demographic & Preference Data	Zip code, event type, equipment interests, marketing preferences
Feedback & Survey Responses	Ratings, testimonials, answers to questionnaires

2. How We Use Your Information

We use the information we gather to:

- Fulfil reservations and deliver services – process orders, schedule deliveries, manage returns, and provide customer support.
- Maintain internal records – fleet logistics, inventory control, warranty tracking, and compliance with legal obligations.
- Improve our offerings – analyze usage patterns to enhance equipment quality, availability, and user experience.
- Send service communications – confirmations, delivery updates, safety notices, and policy changes.
- Send marketing communications – promotions, new product announcements, and event-related tips only if you have opted in. You may opt out at any time (see Section 5).
- Conduct research & analytics – aggregated or de-identified data to spot trends in event-rental needs.

3. Legal Bases for Processing

We process personal information:

- To perform a contract – e.g., fulfil your rental agreement.
- With your consent – e.g., to send promotional SMS or email.
- For legitimate business interests – inventory planning, fraud prevention, service optimization.
- To comply with law – tax, insurance, and safety regulations.

4. Security

We employ administrative, technical, and physical safeguards—such as TLS encryption in transit, limited-access data centers, and role-based employee permissions—to protect your personal information against unauthorized access, alteration, or disclosure. No internet transmission or storage system can be guaranteed 100 % secure, but we continuously review and improve our safeguards.

5. Your Choices

- Marketing Opt-Out – Follow the “unsubscribe” link in any promotional email, reply STOP to a marketing text message, or email us at info@sunrental.com.
- Access & Correction – You may request a copy of, update, or correct the personal information we hold about you.
- Deletion – Subject to applicable law and legitimate business needs (e.g., outstanding invoices), you may ask us to delete your information.
- Do-Not-Track Signals – Our Site currently does not respond to browser DNT signals.

To exercise any of these rights, contact us at info@sunrental.com or write to the address in Section 8.

6. Sharing Information

We do **not** sell or rent personal information. We share it only:

- With service providers who perform services on our behalf (e.g., payment processors, SMS providers) under binding confidentiality agreements.
- With carriers and logistics partners to arrange equipment delivery or pick-up.
- When required by law or to protect rights – e.g., responding to a lawful subpoena, preventing fraud, enforcing our rental agreements.
- In a business transfer – If we merge or sell assets, information may transfer as part of that transaction, subject to the promises in this policy.

No mobile information will be shared with third parties/affiliates for marketing or promotional purposes. All other categories exclude text-messaging originator opt-in data and consent; this information will not be shared with any third parties.

7. Links to Third-Party Sites

The Site may link to other websites. We do not control, and are not responsible for, those sites’ privacy practices. Review the privacy statements of any third-party site you visit.

8. Contact Us

If you have any questions about this privacy policy, please contact us:

Sun Rental Center Inc.

7467 Mentor Ave, Mentor, Ohio 44060, USA

Phone: (440) 942-6106

Email: info@sunrental.com

9. Changes to This Policy

We may update this Privacy Policy periodically. Any changes become effective when posted. If the changes are material, we will notify you—by email, website notice, or other reasonable means—and note the “Effective” date at the top.