



## **Website Privacy Policy**

Last modified: October 29, 2025

### **Introduction**

Access Inc. (“**Company**” or “**We**” or “**Us**” or “**Our**”) respects your privacy and is committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the website <https://access-inc.com/> (the “**Website**”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On the Services.
- In email, text, and other electronic messages between you and the Services.

It does not apply to information collected by:

- Us offline or through any other means, including on any other website operated by Company or any third party (including our affiliates and subsidiaries); or
- Any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Services.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Services. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of the Services after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

### **Information We Collect About You and How We Collect It**

We collect several types of information from and about users of our Services, including information:

- By which you may be personally identified, such as name, e-mail address, telephone number, or IP address (“**personal information**”);
- That is about you but individually does not identify you; and
- About your internet connection, the equipment you use to access our Services, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses, and information collected through cookies.

## AIR CONDITIONING AND CRITICAL EQUIPMENT SUPPORT SYSTEMS

844 Ehlers Rd, Neenah, WI 54956 Office: 920-729-5900

Visit us on our website at: [www.access-inc.com](http://www.access-inc.com)



- From third parties, for example, our business partners.

### *Categories of Personal Information We Collect*

The personal information we collect about you may include the following

| Category                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Collected?<br>(y/n) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Category A: Identifiers. Examples: A real name, Internet Protocol address, or other similar identifiers.                                                                                                                                                                                                                                                                                                                                                                                             | y                   |
| Category B: Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)). Examples: A name, or telephone number.                                                                                                                                                                                                                                                                                                                                  | y                   |
| Category C: Protected classification characteristics under California or federal law. Examples: Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information). | n                   |
| Category D: Commercial information. Examples: Records and history of products or services purchased or considered.                                                                                                                                                                                                                                                                                                                                                                                   | y                   |
| Category E: Biometric information. Examples: Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.                                                                                                                         | n                   |
| Category F: Internet or other similar network activity. Examples: Interaction with our Website or advertisement.                                                                                                                                                                                                                                                                                                                                                                                     | y                   |
| Category G: Geolocation data. Examples: Approximate physical location.                                                                                                                                                                                                                                                                                                                                                                                                                               | y                   |

## AIR CONDITIONING AND CRITICAL EQUIPMENT SUPPORT SYSTEMS

844 Ehlers Rd, Neenah, WI 54956 Office: 920-729-5900

Visit us on our website at: [www.access-inc.com](http://www.access-inc.com)



**ACCESS**  
INC

|                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Category H: Sensory data. Examples: Audio, electronic, visual, thermal, olfactory, or similar information.                                                                                                                                                                                                                                                                                                                                  | n |
| Category I: Professional or employment-related information. Examples: Current or past job history or performance evaluations.                                                                                                                                                                                                                                                                                                               | n |
| Category J: Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)). Examples: Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records. | n |
| Category K: Inferences drawn from other personal information. Examples: Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.                                                                                                                                                                                                     | n |

### *Information You Provide to Us*

The information we collect on or through our Services may include:

- Information that you provide by filling in forms on our Services. This includes information provided at the time of registering to use our Services or requesting further services or demos. We may also ask you for information when you report a problem with our Services.
- Records and copies of your correspondence (including email addresses), if you contact us.

### *Information We Collect Through Automatic Data Collection Technologies*

As you navigate through and interact with our Services, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Services, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Services.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect automatically is only statistical data and does not include personal information, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Services and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Services according to your individual interests.
- Speed up your searches.

## AIR CONDITIONING AND CRITICAL EQUIPMENT SUPPORT SYSTEMS

844 Ehlers Rd, Neenah, WI 54956 Office: 920-729-5900

Visit us on our website at: [www.access-inc.com](http://www.access-inc.com)



- Recognize you when you return to our Services.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of our Services. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Services. We use functionality cookies to enhance the performance and functionality of the Services.
- **Web Beacons.** Pages of our Services may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).
- **Strategy Mail.** An email platform used for marketing automation, CRM, and email campaigns that stores and processes user-provided data such as name, email, and activity related to the Services.
- **Google Analytics.** Leveraged to analyze site traffic and user behavior via tracking technologies. Data may be shared in an aggregated, anonymized form with Google. Users may opt-out via the Google Analytics opt-out browser add-on.
- **Microsoft Clarity.** Records session replays, click tracking, and heatmaps. Microsoft Clarity may capture mouse movements, scrolling, and user interactions. Personally identifiable information is not intentionally collected, but interactions may be recorded for site performance and usability purposes.

We may also partner with selected third-party vendors, such as Google Analytics, to allow tracking technologies on the Services through the use of first party cookies and third-party cookies to, among other things, analyze and track users' use of the Services, determine the popularity of certain content, and better understand online activity. By accessing the Services, you consent to the collection and use of your information by these third-party vendors.

### **Third-Party Use of Cookies**

Some content or applications, including advertisements, on the Website are served by third parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies to collect information about you when you use our Website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see Choices About How We Use and Disclose Your Information.

## AIR CONDITIONING AND CRITICAL EQUIPMENT SUPPORT SYSTEMS

844 Ehlers Rd, Neenah, WI 54956 Office: 920-729-5900

Visit us on our website at: [www.access-inc.com](http://www.access-inc.com)



### **How We Use Your Information**

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Services and their contents to you.
- To personalize the Services based on your preferences.
- To provide you with information, products, or services that you request from us, including transactional alerts that you request.
- To provide you with notices about your account, including expiration and renewal notices.
- To send you emails about offers and services you may be interested in.
- For marketing and advertising purposes.
- To fulfill any other purpose for which you provide it.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Services or any products or services we offer or provide through it.
- To allow you to participate in interactive features on our Services.
- To improve our Services.
- For any other purpose with your consent.

### **Disclosure of Your Information**

We may disclose personal information that we collect, or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Access Inc.'s assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Access Inc.'s about our Services users is among the assets transferred.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

## AIR CONDITIONING AND CRITICAL EQUIPMENT SUPPORT SYSTEMS

844 Ehlers Rd, Neenah, WI 54956 Office: 920-729-5900

Visit us on our website at: [www.access-inc.com](http://www.access-inc.com)



We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our Website Terms of Use and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Access Inc., our customers, or others.

We disclose the follow categories of personal information:

- Aggregated, anonymized data is shared with Google Analytics.

We do not sell or share personal information.

### **Choices About How We Use and Disclose Your Information**

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent.
- **Opt-out.** We do not currently support a method to opt-out of the tracking technologies that are used on our website.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's website.

### **Accessing and Correcting Your Information**

You can review and change your name and cell phone number through your account settings and can change the email address associated with your account email address by sending us an email at [privacy@access-inc.com](mailto:privacy@access-inc.com). We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

## AIR CONDITIONING AND CRITICAL EQUIPMENT SUPPORT SYSTEMS

844 Ehlers Rd, Neenah, WI 54956 Office: 920-729-5900

Visit us on our website at: [www.access-inc.com](http://www.access-inc.com)



### **Children Under the Age of 13**

Our Services are not intended for children under 13 years of age. No one under age 13 may provide any personal information to or on the Services. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on the Services, register on the Services, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or username you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at [privacy@access-inc.com](mailto:privacy@access-inc.com)

### **Changes to Our Privacy Policy**

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you through a notice on the Website. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our website and this privacy policy to check for any changes.

### **Contact Information**

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

844 Ehlers Road

Neenah, WI 54956

[privacy@access-inc.com](mailto:privacy@access-inc.com)