

Rewards Program Privacy Policy

Permwood + Permshield Rewards Program

Effective Date: August 21, 2026

Program Operator: Zap Supplies LLC, 1800 N Powerline Rd Ste A5, Pompano Beach, FL 33069

Support: rewards@zapsupplies.com • 754-222-6982

Website: rewards.zapsupplies.com

Important: This document is intended to govern the Program and should be reviewed by qualified Florida counsel before publication or launch.

1. Scope

This Privacy Policy explains how Zap Supplies LLC (“Zap,” “we,” “us,” or “our”) collects, uses, discloses, and protects personal information in connection with the Permwood + Permshield Rewards Program and rewards.zapsupplies.com (collectively, the “Program”). It applies to Program applicants and participants and to information collected through Program administration and redemption.

2. Information We Collect

We may collect the following categories of information:

- Registration and contact information, including name, company name, email address, telephone number, and account identifiers.
- Eligibility and business information provided to establish that an applicant qualifies as a contractor or installer.
- Purchase and invoice information, including uploaded dealer invoices, dealer identity, invoice date and number, Permwood or Permshield products, eligible square footage, returns, cancellations, credits, and verification results.
- Rewards and transaction information, including reward loads, available balance, Card ID, redemption history, participating dealer, invoice/order reference, adjustments, reversals, card replacements, and reimbursement-related records.
- Account and support communications, including inquiries, verification responses, card-loss reports, and other correspondence.
- Technical and security information that may be generated when the website or Program systems are used, such as IP address, browser/device information, timestamps, login/security events, and similar system logs, to the extent collected by the website or its service providers.

We ask participants not to upload information that is unnecessary to verify a qualifying purchase.

3. How We Use Information

We may use personal information to:

- Review and approve Program registrations and verify eligibility.
- Operate and administer Program accounts and physical Rewards Cards.
- Review, verify, approve, reject, adjust, or audit dealer invoices and eligible square footage.
- Calculate and post Permwood and Permshield reward value.

- Process and verify dealer redemptions and maintain transaction records.
- Replace lost, stolen, damaged, or compromised cards.
- Prevent, investigate, and respond to fraud, duplicate submissions, account misuse, security incidents, or violations of Program Terms.
- Provide customer support and resolve disputes, returns, adjustments, and dealer redemption issues.
- Send transactional and administrative communications necessary to operate the Program.
- Maintain accounting, tax, audit, legal, and compliance records.
- Maintain, secure, troubleshoot, and improve the Program website and systems.

4. Invoice Verification and Participating Dealers

Because Program rewards are based on qualifying dealer purchases, Zap may contact the dealer identified on an uploaded invoice to verify purchase details, eligible products and square footage, returns, cancellations, credits, or other information necessary to administer the Program.

Information shared for verification will be limited to what Zap reasonably considers necessary for Program administration, fraud prevention, reconciliation, or dispute resolution.

5. How We May Disclose Information

We may disclose personal information to:

- Participating dealers when necessary to verify purchases, process a redemption, resolve a return or adjustment, or investigate suspected misuse.
- Service providers that host, maintain, secure, support, email, process, or otherwise help operate the Program, subject to appropriate contractual or legal obligations.
- Professional advisers, accountants, auditors, insurers, or legal counsel where reasonably necessary.
- Government authorities, courts, law enforcement, regulators, or other parties when required by law or when reasonably necessary to protect rights, security, property, participants, dealers, or the Program.
- A successor or potential successor in connection with a merger, acquisition, financing, restructuring, sale of assets, or similar business transaction, subject to applicable law.

We do not state in this Policy that Zap sells personal information. If Zap's data practices materially change, this Policy should be updated before the new practice begins.

6. Transactional Communications

Program participants will receive transactional and administrative emails necessary for Program operation. These may include registration and account approval notices, invoice status, requests for verification, quarterly reward posting, redemption confirmations, card replacement, security alerts, Program changes, and support responses.

Zap does not currently use Program enrollment as consent for marketing emails or SMS/text marketing. If Zap later introduces those communications, it will implement any consent, disclosure, and opt-out requirements applicable at that time.

7. Cookies and Similar Technologies

The Program website and its hosting, security, authentication, or analytics providers may use cookies or similar technologies that are necessary to operate, secure, remember settings, authenticate users, prevent fraud, measure

performance, or understand website usage. The exact technologies used should be reflected in the website's production configuration and any consent controls required by applicable law.

8. Data Retention

Zap retains Program information for as long as reasonably necessary to administer active accounts and reward balances, verify transactions, process dealer redemptions and reimbursements, prevent fraud, maintain audit and accounting records, resolve disputes, and satisfy legal obligations.

Because reward balances do not ordinarily expire and Program transaction history may be necessary to substantiate balances, certain account and transaction records may be retained for the life of the account and for an appropriate period afterward. Retention periods may vary by record type and legal requirement.

9. Data Security

Zap uses reasonable administrative, technical, and organizational safeguards designed to protect Program information. However, no website, electronic transmission, or storage system can be guaranteed to be completely secure.

Participants are responsible for safeguarding their account credentials and physical Rewards Card and should promptly notify Zap if they believe their account or card has been lost, stolen, compromised, or used without authorization.

10. Your Choices and Requests

Participants may contact Zap to request correction of inaccurate Program contact information, ask questions about personal information, or request account closure. Some information may need to be retained despite a closure request where necessary for legal compliance, accounting, fraud prevention, dispute resolution, or the integrity of Program transaction records.

Depending on where a participant resides and applicable law, additional privacy rights may apply. Zap will evaluate verifiable privacy requests in accordance with applicable law.

11. Children

The Program is intended only for persons age 18 or older. Zap does not knowingly enroll children under 18 in the Program. If Zap learns that an ineligible minor has provided information through Program registration, it may close the account and take reasonable steps to address the information consistent with applicable law.

12. United States Program

The Program is offered to eligible participants in the United States. Program information may be processed and stored in the United States and by service providers that support Program operations, subject to applicable contractual and legal safeguards.

13. Third-Party Services and Dealer Sites

The Program website may interact with or link to services operated by third parties or participating dealers. Zap is not responsible for the independent privacy practices of third-party websites or services that are not controlled by Zap. Participants should review the privacy notices applicable to those services.

14. Changes to This Privacy Policy

Zap may update this Privacy Policy to reflect changes in the Program, technology, service providers, legal requirements, or data practices. The updated version will be posted at rewards.zapsupplies.com with a revised effective date. Where required by law, Zap will provide additional notice or obtain consent.

15. Contact Us

Questions or privacy requests relating to the Program may be directed to:

Zap Supplies LLC

1800 N Powerline Rd Ste A5

Pompano Beach, FL 33069

Email: rewards@zapsupplies.com

Phone: 754-222-6982