

Silsource Privacy Policy

Silsource values your privacy and is committed to protecting your personal information in accordance with applicable laws and regulations. This Privacy Policy explains how Silsource collects, uses, and shares your information when you visit our website (www.silsource.com) or interact with us online.

Consent

By using Silsource's website, you consent to our use of your information as outlined in this Privacy Policy. If you do not agree, please do not use our website or provide your information to us.

Who Is Collecting Your Information

Silsource, located at 240 Mary Street, Port Perry, Ontario, Canada, collects information through www.silsource.com. You can contact us using the information at the end of this Privacy Policy.

What Information We Collect

Personal Information

We collect personal information when you create an account, call us, browse our website, use online tools, report issues, complete surveys, enter contests, or communicate with us. This includes your name, contact details, account number, billing and payment history, and any other information you provide.

Automatically Collected Information

We collect information sent automatically by your web browser, such as your IP address, internet service provider, operating system, browser version, visit date and time, referring page, and pages you visit.

Third-Party Information

We may obtain information from third parties, such as credit information from credit agencies.

Cookies and Similar Devices

We use cookies, pixels, log files, and other mechanisms to gather information about your use of our website, mobile apps, and social media.

Google Analytics: We use Google Analytics to analyze website usage.

Cookies: Cookies are used for various purposes, including faster login, easier navigation, distinguishing users, and providing a personalized experience. Necessary cookies are placed on your device automatically, while you can choose to accept, decline, or delete other cookies through your browser settings.

For more information about managing cookies, visit: [AboutCookies.org](https://www.aboutcookies.org).

California Residents

Under the California Consumer Privacy Act (CCPA), California residents can request information about personal data shared with third parties for marketing purposes in the preceding year. If you are a California resident, you can make such a request by contacting us using the information at the end of this Privacy Policy.

Your Privacy Rights

You have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your personal information
- Restrict or object to processing
- Transfer your data in a portable format
- Withdraw consent to the use of your information
- Complain to a data protection authority

To exercise these rights, contact us using the information at the end of this Privacy Policy.

How We Use and Share Your Information

Silsource may use your personal information for:

- Providing requested products, information, and services
- Customer service and technical support
- Regulatory compliance and safety information
- Website improvement
- Marketing and promotions (with your consent)
- Security, credit, and fraud prevention

We may share your information with Silsource affiliates or third parties for these purposes, ensuring that it is aggregated or anonymized where possible.

Location of Information

Silsource operates globally, with servers and databases located in various countries, including the United States. Different countries have different privacy laws, and some may offer less protection than others.

Special Features or Areas of Our Website

Some areas of our website may have additional privacy policies or terms. If these terms differ from this Privacy Policy, the specific terms will take precedence.

Children's Privacy

We do not knowingly collect information from children under 18. If you believe we have received such information, please contact us immediately, using the information at the end of this Privacy Policy, to have it removed.

Security

We take reasonable precautions to protect your information. However, no internet transmission is completely secure, so we cannot guarantee the absolute security of your information.

External Links

Our website may contain links to other sites not controlled by Silsource. We are not responsible for their content or privacy practices.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on our website, and significant changes will be communicated through reasonable means.

Your Choices

You can opt-out of marketing communications by using the unsubscribe feature in our emails. To access, update, or correct your information, contact us using the information at the end of this Privacy Policy.

Contact Silsource

For any questions or concerns about this Privacy Policy or our practices, contact us at:

- Mailing Address: 240 Mary Street, Port Perry, Ontario, L9L 1B7, Canada
- Phone: +1 877-331-4921
- Email: support@silsource.com

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