

Ceramic Tool Company Privacy Policy

Effective Date: February 13, 2026

Last Updated: February 13, 2026

1. Introduction

Ceramic Tool Company (“CTC,” “we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you visit <https://www.ceramictool.com/> (the “Website”), communicate with us, or use our services.

Ceramic Tool Company has manufactured and distributed metal transitions including carpet trims, tile edging, and reducers for the flooring industry for over 35 years. Our products support contractors, architects, and industry professionals in creating durable and high-quality flooring installations.

By using our website or interacting with us, you agree to the practices described in this Privacy Policy.

2. Information We Collect

A. Information You Provide Directly

We may collect the following information when you contact us, request information, place orders, or otherwise interact with us:

- Name
- Company name
- Email address
- Phone number (including mobile number)
- Mailing or shipping address
- Product or project details
- Account or transaction information
- Any other information voluntarily provided

B. Automatically Collected Information

When you visit our website, we may automatically collect certain technical information, including:

- IP address
- Browser type
- Device type
- Pages visited
- Time spent on pages
- Referring website

This information is used to improve website functionality and user experience.

C. Cookies and Tracking Technologies

We may use cookies or similar technologies to enhance Website performance and usability. You may adjust your browser settings to decline cookies; however, some features of the Website may not function properly.

3. How We Use Your Information

We use collected information to:

- Respond to inquiries and provide customer support
- Process and fulfill product orders
- Provide customer care communications
- Improve our website and services
- Maintain internal records
- Comply with legal and regulatory obligations

We do not sell personal information.

4. SMS Communications – Customer Care Only

If you provide your mobile phone number and opt in, you may receive SMS messages from Ceramic Tool Company strictly for customer care purposes, including:

- Order updates
- Product inquiries
- Service notifications
- Account-related communications
- Transaction confirmations

We do not send marketing or promotional messages under our SMS program.

5. SMS Terms and Conditions

By opting in to SMS messaging from Ceramic Tool Company, you consent to receive text messages (SMS) from us regarding customer care communications, including order updates, product inquiries, service-related notifications, and account-related communications. These messages may be sent via automated systems.

- If assistance is required, customers may reply **HELP** for more information.
- If customers no longer wish to receive SMS messages from us, they may unsubscribe at any time by replying **STOP**.
- Message and data rates may apply depending on your mobile carrier plan.
- Message frequency may vary based on customer interaction and service needs.
- No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.
- All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties except as necessary to deliver messaging services (e.g., SMS platform providers operating under confidentiality obligations).

Consent to receive SMS messages is not a condition of purchase.

6. How We Share Information

We may share information in the following circumstances:

- With service providers assisting in Website hosting, IT support, shipping, payment processing, or SMS delivery

- When required by law, legal process, or regulatory authority
- To protect the rights, property, or safety of Ceramic Tool Company, our customers, or others

We do not share personal information for third-party marketing purposes.

7. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction. However, no system can guarantee absolute security.

8. Data Retention

We retain personal information only as long as necessary for business purposes, legal compliance, dispute resolution, and enforcement of agreements.

9. Your Privacy Rights

Depending on your state of residence, you may have certain rights regarding your personal information, including:

- The right to request access to your personal information
- The right to request correction of inaccurate data
- The right to request deletion of personal information, subject to legal obligations

To exercise these rights, please contact us using the information below.

10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

11. Children's Privacy

Our website and services are intended for business and professional use within the construction and flooring industries. We do not knowingly collect personal information from individuals under the age of 13.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with a revised effective date.

13. Contact Information

Ceramic Tool Company

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