

## Privacy Notice

**Effective Date 12/19/2023**

This privacy statement reveals the privacy practices of LotusUSA and this website.

<https://lotusainc.com/>

This privacy statement pertains exclusively to data gathered through this website, unless explicitly mentioned otherwise. It aims to inform you about the following:

- The types of information we collect;
- Entities with whom it is shared;
- Procedures for correction;
- Security measures in place;
- Communication of policy alterations; and
- Steps to address concerns regarding the improper use of personal data.

Information Collection, Use, and Sharing

We are the exclusive proprietors of the information gathered on this website. We only obtain information that you willingly provide to us through email or other direct forms of contact. Rest assured, we will not sell or rent this information to any third party.

We will utilize your information to address the purpose of your contact with us. Your information will not be disclosed to any third party external to our organization, except as required to fulfill your specific request, such as shipping an order or securing financing.

Unless you indicate otherwise, we may reach out to you through email in the future to inform you about specials, new products or services, or updates to this privacy policy.

### **Your Access to and Control Over Information**

You have the option to unsubscribe from any future communications from us at any given time. Simply reach out to us through the email address or phone number provided on our website to:

- Review any data we have about you, if available.
- Modify/correct any data we have about you.
- Request the deletion of any data we have about you.
- Voice any concerns you may have regarding our use of your data.

### **Security**

We implement measures to safeguard your information. When you submit sensitive information on the website, it is protected both online and offline.

In instances where we gather sensitive information, such as credit card data, the information is encrypted and securely transmitted to us. You can confirm this security by observing a closed lock icon at the bottom of your web browser or by noting "https" at the beginning of the web page address.

Although we employ encryption to safeguard sensitive information transmitted online, we extend protection to your information offline as well. Access to personally identifiable information is restricted to employees with specific job roles (e.g., billing or customer service) who require the information to perform their duties. The computers/servers storing personally identifiable information are maintained in a secure environment.

### **Notification of Changes**

In the event of substantial modifications to the privacy notice, clearly outline the method of notification to consumers.

If you believe that we are not adhering to this privacy policy, please promptly reach out to us either by phone at 213-298-7100 or via email at [sivaprasad@lotusainc.com](mailto:sivaprasad@lotusainc.com).

### **Cookies**

On this site, we employ "cookies." A cookie is a data piece stored on the hard drive of a site visitor to enhance their access to our site and recognize repeat visits. For example, using a cookie to identify you eliminates the need to log in with a password multiple times, saving time during your site visit. Cookies also allow us to track and tailor the interests of our users, improving their overall experience. The use of a cookie is not connected in any way to personally identifiable information on our site.

Certain business partners, such as advertisers, may employ cookies on our site. Nevertheless, we lack access to or control over these cookies.