



Privacy Policy

How highline supplies collects, uses, discloses and process personal information across its platform...

Highline Supplies Privacy Policy

EffectiveDate: January 1, 2026

At Highline Supplies (“we,” “our,” or “us”), we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (highlinesupplies.com), shop in our physical retail locations, or interact with our customer support team.

Copies of this Privacy Policy are available electronically on our website and in print at our physical store locations. By doing business with Highline Supplies, you consent to the data practices described in this policy.

1. Information We Collect

We collect information that identifies, relates to, or could reasonably be linked to you. This includes:

A. Information You Provide to Us directly:

- **Contact Information:** Name, email address, phone number, and physical addresses (billing and shipping/delivery).
- **Payment Information:** Credit card numbers, bank details, or financing information collected during a transaction. (*Note: Payment processing is handled by secure third-party processors; we do not store full credit card numbers on our local servers.*)
- **Order & Project Details:** Measurements, blueprints, custom specifications, and project site details provided for quoting or fulfilling orders.
- **Communications:** Records of your correspondence with us via phone, email, contact forms, or in-store inquiries.

B. Information Collected Automatically (Website):

- **Device & Usage Data:** IP address, browser type, operating system, and browsing behavior on highlinesupplies.com (e.g., pages visited, time spent on site).
- **Cookies & Tracking Technologies:** We use cookies, web beacons, and similar technologies to enhance user experience, analyze website traffic, and remember your preferences.

C. Information Collected In-Store:

- **Video Surveillance:** For the safety of our customers, staff, and inventory, our retail and distribution locations are equipped with closed-circuit television (CCTV) cameras that may capture your image while on the premises.

2. How We Use Your Information

HighlineSuppliesusesyour personal information for thefollowing business purposes:

- **Fulfilling Orders:** To process transactions, schedule third-party deliveries, and communicate with manufacturers regarding custom orders.
- **Customer Service:** To provide quotes, process returns, handle manufacturer warranty claims, and respond to your inquiries.
- **Operational Improvements:** To analyze website usage, improve our product offerings, and enhance the overall customer experience.
- **Marketing & Communications:** To send you invoices, delivery updates, and, if you have opted in, promotional offers or newsletters regarding our products.
- **Security & Fraud Prevention:** To protect against unauthorized transactions, theft, and fraudulent activity.

3. How We Share Your Information

We donot sell, rent, or trade your personal information to third parties. We only share your information in the following circumstances:

- **Service Providers:** We share necessary information with trusted third-party partners who assist us in operating our business. This includes:
 - Third-party delivery and freight companies (to get your materials to your site).
 - Payment processors (to securely handle transactions).
 - IT and website hosting providers.
- **Manufacturers & Vendors:** When you place a custom order (e.g., custom flooring, specific windows/doors) or file a warranty claim, we must share your order specifications, and occasionally your contact/location info, with the manufacturer to fulfill the request.
- **Legal Compliance:** We may disclose your information if required to do so by law, court order, or subpoena, or if we believe in good faith that such action is necessary to protect the rights, property, or safety of Highline Supplies, our employees, our customers, or the public.

4. Data Security

Weimplementcommercially reasonable physical, technical, and administrative security measures to protect your personal information from unauthorized access, loss, misuse, or alteration. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your data, we cannot guarantee its absolute security.

5. Your Rights and Choices

- **Marketing Communications:** You may opt out of receiving promotional emails from us at any time by clicking the "unsubscribe" link at the bottom of the email or by contacting us directly. You will still receive transactional emails, such as order confirmations and delivery updates.
- **Cookies:** Most web browsers are set to accept cookies by default. You can adjust your browser settings to remove or reject cookies; however, doing so may affect the functionality of highlinesupplies.com.
- **Updating Your Information:** If you need to update or correct your contact or billing information, please contact our support team.

6. Children's Privacy

Our website and store are intended for a general audience (primarily homeowners, contractors, and builders). We do not knowingly collect personal information from children under the age of 18. If we become aware that we have inadvertently collected data from a child under 18, we will delete it immediately.

7. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. If we make material changes, we will post the updated policy on highlinesupplies.com and update the "Effective Date" at the top of the document. Updated printed copies will also be made available at our physical locations.

8. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or how we handle your data, please contact us at:

Highline Supplies

- **Website:** highlinesupplies.com
- **Email:** highlinesupplies@hotmail.com
- **Phone:** 214-718-0488
- **Mailing/StoreAddress:** 4002 W Miller Rd, #100, Garland, TX 75041