# Privacy & Security

## Laddawn’s Privacy Policy

March 2013

When you purchase our products or use our services, we will ask you for information that personally identifies you or your business. However, the amount of personal/business information that we request will be limited to that which is necessary to carry out the transaction that you have requested.

### Use of Your Personal/Business Information

The personal/business information we collect from you will be used by Laddawn to provide a service or carry out the transaction you have requested or authorized. We may also use it for the following purposes:

* To provide you with important information about a product or service that is new and may be of interest to you.
* To make this website easier to use by eliminating the need for you to repeatedly enter the same information.
* To improve the products or services and to provide excellent customer service to you.

Except as described below, Laddawn does not transfer your personal/business information to any third parties

We occasionally hire other companies to provide limited services on our behalf, such as labeling and distribution of Laddawn catalogs, direct mail about Laddawn products and services, shipping of Laddawn products, or processing event registration. We will only provide those companies the personal/business information they need to deliver the service, and they are prohibited from using that information for any other purpose.

Laddawn may disclose personal/business information if required to do so by law or in the good faith belief that such action is necessary to: (a) protect and defend the rights or property/product/services of Laddawn; (b) act in urgent circumstances to protect the personal safety of Laddawn employees; (c) perform credit checks; and (d) initiate debt collection services.

### Controlling Your Personal/Business Information

The personal/business information collected through this website resides in a single location. Laddawn maintains control over your personal/business information, therefore if changes are needed you must call 1.800.446.3639 to talk with a Laddawn Customer Experience Representative to assist you with this change.

### Contact Information

Should you have questions about this policy, please contact us by [e-mail](mailto:jmaloy@laddawn.com) or postal mail:

Laddawn, Inc.  
155 Jackson Rd.  
Devens, MA 01434-5614

### Changes to this Privacy Policy

We reserve the right to change the terms of this privacy policy at any time, but will not do so without posting the revised policy on this website. We encourage you to review this privacy policy to make sure you understand how we use the information we collect.

## Website & Password Security

### Secure tools to help you manage your business

Laddawn uses technologies that protect the safety and security of your personal/business information while doing business with us online.

Laddawn has partnered with GeoTrust™, a global leader in identity and trust services. GeoTrust™ confirms and protects identities for e-business and enables secure online transactions. For your security, all communications with Laddawn.com™ are encrypted.

Click on the GeoTrust™ logo below to verify that Laddawn.com™ is a secure, authentic, and validated site.

[Click for company profile](https://smarticon.geotrust.com/smarticonprofile?Referer=https://www.laddawn.com)

How is the security of my order protected? Your password and customer number, in combination, assures that no one will enter your account unauthorized. Once in our system, you are protected by the same firewalls established to protect our database.

How is my password protected? Your password is stored in a separate area of our database from the rest of your customer data. It is as secure as our most guarded financial information.

How do I change my password? To change your password, [click here to create a new one](https://www.laddawn.com/ChangePassword.aspx).

I forgot my password?If you forgot your password, [click here to request it](http://10.15.5.3/ForgotPassword.aspx).