



GILLMORE SECURITY'S PRIVACY POLICY

Last Modified: April 14, 2026

This Privacy Policy ("Policy") describes the manner in which Gillmore Security ("Gillmore Security," "we," "our," or "us") collects, uses, and discloses information that it collects from you, the user, visitor, or customer ("you" or "your") when you interact with us or visit us at <https://www.gillmoresecurity.com/> (the "Website"). Gillmore Security respects and is committed to protecting your privacy. If you have any questions or concerns about any information detailed in this Policy, please contact us using the contact information included at the very bottom of this Policy.

What Information Does Gillmore Security Collect?

The information that we collect from you depends upon how you interact with us as detailed more fully below:

- If you choose to become a Gillmore Security customer, we will collect contact information from you, including your name, street address, telephone number, e-mail address, bank account and/or credit card information, and billing information, such as payment card number, billing address, and security code (collectively, "Customer Registration Information"). If there will be more than one person authorized to make changes to your customer account, we will also collect the name, email address, and telephone number for each authorized person.
- When you choose to engage us as your provider of security services, the name(s) of authorized keyholders who have authority to disarm or cancel an alarm, and the name(s) of anyone authorized to make changes to the customer account (collectively, "Alarm System Information").
- In the event that you choose to contact us with a question or comment through one of our Website's online web forms, we will collect information pertinent to your specific request (collectively, "Online Inquiry Information").

- Our Website includes functionality that enables you to interact with one of our representatives, in the event that you choose to utilize this feature, we will collect your name, telephone number, email address, and any other information that you provide to us in connection with your inquiry (collectively, “Live Chat Information”).
- To the extent that you maintain an online customer account and desire to log into that customer account, we will collect your login and password information (collectively, “Online Credentials”).
- Unless you opt-out, we will collect your email address (“Mailing List Information”) to send you promotional and marketing email communications from us.
- Our Website utilizes internet cookies, which collect information as more fully described in the Section of this Policy entitled “Internet Cookies.”

Internet Cookies

Our Website utilizes internet cookies, which are small data files that are deployed from a web server to your computer device’s web browser that enables us to collect certain information from you in connection with using our Website. These internet cookies include necessary and functional cookies that manage and allocate web traffic on our Website and enable you to complete and submit web forms with information if you choose to contact us, request a free evaluation, or build your security system.

Depending upon your internet web browser, you may have the option to change your settings to block or reject internet cookies. For more information about what options that your web browser may have for internet cookies, please consult your internet web browser’s help file. Please note that if you choose to block or reject internet cookies, certain functions on our Website will not properly work for you.

How Does Gillmore Security Use the Information it Collects?

We use the information that you provide to us in the following ways:

- If you choose to become a Gillmore Security customer, we use your Customer Registration Information to enroll you as a customer, to generate and send you invoices on your account, to send you any pertinent information for your account as necessary to maintain your services, and to administer customer support.

- We use Alarm System Information in connection with administering our services to you and to provide you with customer support.
- If you contact us with a question through one of our Website's web forms, via U.S. mail, or over the telephone, we will use your Online Inquiry Information or to respond to your particular inquiry of us.
- To the extent that you choose to engage in Live Chat on our Website, we will use your Live Chat Information for purposes of answering your inquiry into us.
- Where you choose to enroll for an online account with us, we will use your Account Registration Information to create your customer account.
- Each time you log into your online account, we will use your Online Credentials to authenticate your login.
- We use your Mailing List Information, unless you opt-out to send you promotional and marketing emails for purposes of sending you communications.
- We use the information that we derive from internet cookies as detailed in the immediately preceding Section of this Policy.

Does Gillmore Security Share Your Information with Third Parties?

In order to make our Website and services available to you, we utilize a number of third party service providers, including web and data hosting, website design, security, logistics, marketing, and payment card processors. These third party service providers are not permitted to use any personal information about you, such as your name, email address, telephone number, mailing address, or payment card information except as necessary for a particular service provider to render their services to us. We will also disclose your personal information under the following circumstances, subject to applicable law:

Legal Requirement

We will disclose information that we maintain about you to the extent that we are required to do so by law, including in response to a court order, subpoena, or other lawful demand from an administrative, judicial, or governmental authority. Gillmore Security reserves the right, in our sole discretion and without notice to you, to challenge any legal requirement to prevent disclosure, which may include seeking a protective order or other injunctive relief against disclosure. We will also disclose information about you, to the extent we deem necessary and subject to applicable law, to protect or defend Gillmore Security's rights, property, or the safety of a third party.

Business Reorganization, Sale, of Insolvency

In the event that Gillmore Security chooses to engage in a business reorganization, such as a merger with another entity, or to sell all or substantially all of its assets to a third party, the information that we have collected from you and maintain about you, including your personal information, will be among the assets that are transferred to the acquiring or merging entity in connection with such a sale or transaction.

If Gillmore Security seeks the protection of or is otherwise involuntarily placed into bankruptcy, Gillmore Security's assets could be subject to a sale to a third party under the supervision of a bankruptcy court in accordance with bankruptcy law. Under such a circumstances, the information that we have collected and maintain from you, could be sold to a third party, unless such a sale is prohibited by applicable law, or you have exercised any applicable data rights that are available to you under applicable law.

Children's Online Privacy

Gillmore Security does not knowingly market to or otherwise solicit personal information from children under thirteen years of age. Users of our Website and customers of our business must be at least eighteen years of age. If you are not at least eighteen years of age, please do not provide us with any personal information. If you are the parent or legal guardian of a child under the age of eighteen and believe that your child may have provided us with personal information, please contact us using the contact information at the bottom of this Policy and we will delete any such information from our system.

Do Not Track Signals or Requests from Internet Web Browsers

At this time, Gillmore Security does not honor “Do Not Track” signals or requests from web browsers.

Revisions to this Policy

Gillmore Security reserves the right to revise this Policy in our sole discretion. Each time a revision to this Policy is made, we will update the Last Modified Date at the top of this Policy. In the event that we make a material change to the manner in which we collect, use, or disclose information, we will post a notice on the main page of our Website, directing your attention to the revised Policy. If you do not agree with any term or condition contained in this Policy or any revision thereof, then you must immediately cease your use of the Website. Revisions to this Policy will be effective upon their posting. It is your responsibility to regularly check this Policy for updates. Any use of the Website after a revision has been posted shall constitute your acceptance to that revision.

Securing the Privacy of Your Data

Gillmore Security is fully committed to protecting the security of your information. Gillmore Security utilizes commercially reasonable measures to protect and safeguard your information from unauthorized access or use.

Because we cannot fully predict all threats and new ones are evolving every day, Gillmore Security makes no warranty, guarantee, or representation that your use of its Website or your information can always be fully secure or will never be subject to unauthorized access, misuse or improper disclosure despite the security policies, protections and other measures we have implemented.

Third Party Hyperlinks

Our Website includes hyperlinks to websites and web pages that are not owned, operated, or controlled by Gillmore Security (each, a “Third Party Website”). The hyperlinks provided on our Website to any Third Party Website are provided for informational purposes and entirely for your convenience. Your use of any Third Party Website is entirely at your own risk. The existence of hyperlinks to any Third Party Website does not constitute an express or implied endorsement by Gillmore Security of these Third Party Websites. Before using any such Third Party Website, we encourage you to review and understand each Third Party Website’s privacy policies, if any.

Gillmore Security has no control over the business, privacy, or information practices of any Third Party Website. Accordingly, under no circumstances will Gillmore Security be liable or responsible to you or any third party for your use of a Third Party Website.

Information Sharing

Your mobile information and other consumer data will not be shared with third parties for marketing or promotional purposes. Your data will not be transferred to external organizations under any circumstances. We maintain strict internal policies to prevent unauthorized sharing of your information.

SMS and Messaging Campaigns

By providing your phone number, you consent to receive SMS text messages from Gillmore Security regarding service updates, appointment reminders, account notifications, and promotional messages. Message frequency may vary. Message and data rates may apply. You may reply STOP at any time to opt out or HELP for assistance. Consent is not required as a condition of purchase. View our Privacy Policy at:

https://www.gillmoresecurity.com/media/1087/gillmore-security_privacy-policy.pdf

SMS consent is not shared with third parties for marketing purposes.

Contact Us

If you have any questions or concerns about anything contained in this Policy, please do not hesitate to contact us toll-free at (440)232-1000 or by written correspondence via U.S. mail at:

Gillmore Security
26165 Broadway Avenue
Cleveland, Ohio 44146