

Loeb Electric Privacy Policy

Last updated March 26, 2026

The Loeb Electric Company (“Loeb Electric,” “we,” “us,” or “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, share, and protect the information you provide when visiting our websites, LoebElectric.com and Shop.LoebElectric.com, collectively referred to here as the “Sites.” It also describes your choices regarding cookies and other data preferences.

By using the Sites, you consent to this Privacy Policy and Loeb Electric’s [Terms and Conditions](#). If you do not consent to the terms of this Privacy Policy, immediately discontinue use of the Sites. If you have already provided us with information and wish to withdraw your consent, please contact us using the methods provided in Section 11 of this Privacy Policy.

1 Information We Collect

We collect information from you in several ways, including directly when you provide it to us and automatically through your use of our Sites.

1.1 Information you provide

We collect information you voluntarily provide, such as:

- Account information (e.g., name, email, password, company name, phone number)
- Order and payment information (e.g., billing address, shipping address, credit/debit card details)
- Customer service interactions (e.g., inquiries, product support requests)
- Marketing communication preferences
- Job applications or form submissions (if applicable)

1.2 Information collected automatically

When you visit our Sites, we may automatically collect:

- Device and browser information
- Usage information
- Cookies and similar technologies (see Section 8 below)

You may create an account on the Sites and may later delete the account. If you delete the account, you will no longer have the ability to access the account. Your deletion of the account does not automatically affect the information in Loeb Electric's possession; Loeb Electric has the right to retain any information that you have provided or that Loeb Electric has collected and to use that information for all lawful purposes consistent with this Privacy Policy, our [Terms and Conditions](#), and as permitted by law. Loeb Electric also has the right to permanently delete such information without providing any prior notice.

2 How We Use Your Information

We use your information for purposes including, but not limited to:

- Processing and fulfilling orders
- Sending transactional emails and/or text messages (e.g., order confirmations, shipping updates)
- Creating and managing your online account
- Responding to customer service requests
- Personalizing your shopping experience
- Improving our websites and services
- Complying with legal obligations
- Sending marketing communications (email and/or text messages)

3 How We Share Your Information

We do not sell your personal information. We may share your information only as necessary to:

- Service providers and partners who help us operate the Sites (e.g., payment processors, shipping carriers, IT providers)
- Legal, governmental, or law enforcement agencies when required to comply with a court order or protect the rights, property, or safety of Loeb Electric or others.
- Business transfers, if we merge, sell, or reorganize our business

All third-party partners are required to safeguard your data and use it only for the purposes we specify.

4 Your Privacy Choices

You have the right to:

- Access, update, or correct your personal information
- Update or opt out of marketing communications at any time by clicking “Unsubscribe” at the bottom of all emails or by replying “STOP” to a text message
- Adjust your cookie preferences at any time by visiting the blue “Cookies” icon at the bottom of the Sites
- Request deletion of your account or personal information, subject to applicable law

To exercise these rights, contact us at info@loebelectric.com. We may need to request specific information from you to help us confirm your identity.

4.1 *Your rights under the CCPA*

If you are a resident of California, then you have certain rights under the California Consumer Privacy Act (“CCPA”). Those rights include: (1) The right to be notified of what information is being collected and for what purpose, at or before the point of collection; (2) The right to request, free of charge, from the Sites: the specific pieces of personal information that have been collected about you; to access or edit your personal information; deletion of your personal information; information regarding the categories of the personal information that will be collected and the purposes for which said data will be used; and the categories of third parties with whom the data will be shared; (3) The right to equal service, price, and to not be discriminated against for exercising any of your data privacy rights under the CCPA. Any of these rights may be exercised by contacting us using the methods provided in Section 11 of the Privacy Policy.

4.2 *Your rights under the GDPR*

If you are a resident of the European Union, then you are entitled to certain rights under the General Data Protection Regulation (“GDPR”), such as your right to request access to the information we collect about you, or to update, correct or demand that we delete certain of that information. Any of these rights may be exercised by contacting us using the methods provided in Section 11 of the Privacy Policy.

These rights are:

1. The right to be informed: This means anyone processing your personal data must make clear what they are processing, why, and who else the data may be passed to.
2. The right of access: This is your right to see what data is held about you by us.
3. The right to rectification: The right to have your data corrected or amended if what is held is incorrect in some way.
4. The right to erasure: Under certain circumstances you can ask for your personal data to be deleted. This is also called “the Right to be Forgotten.” This would apply if the personal data is no longer required for the purposes it was collected for, or your consent for the processing of that data has been withdrawn, or the personal data has been unlawfully processed.
5. The right to restrict processing: This gives you the right to ask for a temporary halt to processing of personal data, such as in the case where a dispute or legal case has to be concluded, or the data is being corrected.
6. The right to data portability: You have the right to ask for any data supplied directly to us by you, to be provided in a structured, commonly used, and machine-readable format.
7. The right to object: You have the right to object to further processing of your data which is inconsistent with the primary purpose for which it was collected, including profiling, automation, and direct marketing.
8. Rights in relation to automated decision-making and profiling: You have the right not to be subject to a decision based solely on automated processing.

5 Data Security

To protect your personal information, we take reasonable precautions and follow industry best practices to ensure it is not lost, inappropriately used/accessed/disclosed, or destroyed.

Although we take steps to protect the information we collect from you from unauthorized access, no system is perfect. We make no representations or warranties regarding the sufficiency of our security measures. We shall not be responsible for any actual or consequential damages that result from a lapse in compliance with this Privacy Policy or because of a security breach or technical malfunction.

During the order process, if you choose to make your payment by credit card, you will enter a secure area of the Sites. In this secure area, your information will be encrypted using Verisign and then processed electronically by Loeb Electric. Your information is encrypted using secure socket layer technology (SSL) and stored with AES-256 encryption. Although no method of transmission over the internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.

If you would prefer to order and pay over the phone, please call [614.294.6351](tel:614.294.6351) or [800.686.6351](tel:800.686.6351).

6 Third-Party Services

In general, the third-party providers used by us will only collect, use, and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the way your personal information will be handled by these providers.

Remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. If you elect to proceed with a transaction that involves the services of a third-party service provider, your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located. As an example: If you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave our Sites or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our Sites' [Terms and Conditions](#).

7 Links to Other Websites

Our Sites may contain links to other websites not operated by Loeb Electric. We are not responsible for the content or privacy practices of those sites. Use of any linked third-party website is at your own risk.

We encourage you to review their privacy policies. This Privacy Policy does not apply to any of your activities after you leave the Sites.

8 Cookies & Tracking Technologies

We use cookies and similar technologies on the Sites to enhance your browsing experience, analyze site traffic, and serve relevant content.

Types of cookies we use:

- **Essential cookies:** Required for the Sites to function (e.g., video playback, checkout)
- **Functional cookies:** Remember your preferences and settings
- **Performance cookies:** Help us understand how visitors use the Sites
- **Marketing cookies:** Used to deliver personalized ads and offers

When you first visit our Sites, you'll see a cookie consent banner. You can choose to:

- Accept all cookies
- Reject non-essential cookies
- Customize your cookie settings

You can review which cookies are active and change your preferences at any time by visiting the blue “Cookies” icon at the bottom of the Sites. Please be aware that if you reject or block all cookies, you may not be able to use certain features of the Sites.

9 Age of Consent

Loeb Electric does not knowingly collect or maintain personal information from or about children under the age of 18. Furthermore, our Sites do not permit children under 18 to register as users. If we learn we've collected information from someone under the age of 18, we will delete the information promptly and permanently.

By using the Sites, you represent that you are 18 years of age or older.

10 Changes to This Policy: Governing Law

We reserve the right to modify this Privacy Policy at any time, and the changes may apply to information previously collected, as permitted by law. Any changes will be posted on this page with an updated “Last updated” date. Changes and clarifications will take effect immediately upon their posting on the Sites. Continued use of our Sites or services after changes constitutes acceptance of the revised Privacy Policy. We encourage you to review this page regularly to stay informed.

This Privacy Policy and its terms shall be governed and construed in accordance with the laws of the state of Ohio without regard to the conflicts of laws provisions therein.



11 Contact Us

If you have questions or concerns about this Privacy Policy, our data practices, or would like to exercise any of your rights under the GDPR or CCPA, please contact us:

The Loeb Electric Company

ATTN: Marketing

1800 E. Fifth Ave

Columbus, OH 43219

Email: info@loebelectric.com

Phone: [614.294.6351](tel:614.294.6351) or [800.686.6351](tel:800.686.6351)