DBM Global Inc. Privacy Policy

Effective January 1, 2023
Last Reviewed: November 17, 2026
Downloadable PDF

DBM Global Inc. and its subsidiary companies, including DBM Vircon, BDS Vircon, PDC Group, Candraft VSI, Schuff Steel, Aitken Manufacturing, GrayWolf and its subsidiaries, and Banker Steel and its subsidiaries ("DBM Global," "us," "we," "our," and/or "company"), respect your privacy and are committed to protecting the privacy and security of your personal information.

This privacy policy ("Privacy Policy") describes how we at DBM Global may collect, use, disclose, and store personal information about you that we obtain on or through Digital Services provided by the company, which includes the DBM Global website found at www.dbmglobal.com; the DBM Vircon website found at www.dbmvircon.com; the Schuff Steel website found at www.schuff.com; the GrayWolf website found at www.graywolf.com; the Aitken Manufacturing website found at www.aitkenmfg.com; the Livewise website found at www.livewise.info; the Banker Steel website found at www.bankersteel.com; the Milco National Constructors website found at www.milconational.com; the NYC Constructors website found at www.nycconstructors.com; and any other DBM Global online or mobile website, application, interactive tool (including virtual assistants and AI-powered chatbots), or Digital Service (collectively "Digital Services"), and the collection of personal information from employment and independent contractor (collectively, "Employees") applicants ("Applicants"), Employees and business to business partners. The Privacy Policy also addresses consumers' rights under the California Consumer Privacy Act as amended by the California Privacy Rights Act.

We suggest you carefully review this Privacy Policy to understand our practices regarding your personal information, how we will attend to it, and your rights under applicable laws. If you disagree with our practices, your choice is not to use our Digital Services or submit information to us. **By accessing or using our Digital Services and/or submitting information to us, you accept the terms described in this Privacy Policy and consent to the transfer to and from, collecting, usage, disclosing, and storage of information about you as set out in this Privacy Policy. You also consent to any action we take concerning such information in compliance with this Privacy Policy.**

This privacy statement is separate from other policies, including the Short Message Service (SMS) Privacy Policy, which is a part of our overall Privacy Policy (Please refer to our SMS policy).

CATEGORIES OF INFORMATION COLLECTED

Personal information is data that identifies, relates to, describes, can be used to contact, or could reasonably be linked directly or indirectly to you.

Information Collected Directly from You: We collect personal information directly from you when you use our Digital Services, including when you provide us with personal information through a form on our Digital Services, send us an email, or subscribe to our newsletter. This may include, for example, identifiers such as your name, address, phone number, or email address and certain business or employment-related information such as your company's name or your job title. This may also include the content of messages you submit through contact forms, email, or interactive tools such as our virtual assistants or AI-powered chatbots (for example, product questions or feedback you choose to share); we ask that you do not include sensitive personal information (such as payment card information, government identification numbers, health information, or login credentials) in these messages. Where we offer chat functionality, we may collect and retain transcripts of your interactions with those tools as part of providing and improving our services.

Information Collected Automatically: Our third-party cookie providers and we automatically collect personal information when you use our Digital Services using cookies or similar technologies. "Cookies" are small pieces of information stored by your browser on your computer's hard drive. Our cookies enable us to recognize that you are a returning visitor to our Digital Services. We may use cookies to record user-specific information concerning the pages you access or visit and to record past activity at the site to provide better service and experience to returning visitors. We may also use information gained through cookies to compile statistical information about our Digital Services, such as the time users spend at the site and the pages they visit most often. In connection with our virtual assistants and AI-powered chatbots, we may also automatically collect certain usage information, such as timestamps, interaction logs, and technical details about how you use those tools, to help us monitor performance, address misuse, and improve the Digital Services. These statistics do not include personal information. You may refuse the use of cookies by selecting the appropriate settings on your browser; however, please note that if you do this, you may not be able to use the full functionality of the Digital Services.

USE OF INFORMATION COLLECTED

The Digital Services are hosted in the United States but may be accessed internationally as well. The Personal Data entered into this system is considered business contact information. We collect and use the Personal Data to: respond to your requests, make marketing and sales initiatives relevant to your needs, communicate product or service information, and provide service and support or communicate significant changes to the websites or companies. We also may use the Information to improve our Digital Services, to enable us to customize your experience on the sites and display relevant informational or promotional material. When you interact with our virtual assistants or AI-powered chatbots, we use the information you provide to respond to your inquiries, provide product and service information, support and improve the performance of those tools, and help ensure they are functioning appropriately. We may review chat transcripts to monitor for quality, address potential inaccuracies, and identify misuse or security concerns. We may use the Personal Data to send you email and other communications on behalf of DBM Global Inc. and its subsidiary companies. These communications may include

email, newsletters, service offerings, and marketing event notices. All email communications, newsletters, and marketing event notifications will provide you with an opportunity to opt out of receiving future emails from DBM Global Inc. and its subsidiary companies.

DISCLOSURE OF INFORMATION COLLECTED

We do not trade, sell, share, or otherwise disclose your personal information to other parties for monetary consideration. We may, however, share personal information about you between ourselves (the use of such information by any DBM Global entity will be governed by this Privacy Policy), and we may disclose your personal information to technology and other service providers who perform functions and business operations on our behalf. For example, we may share personal information and usage data, including chat transcripts, with service providers that support our Digital Services and virtual assistants so they can perform hosting, maintenance, analytics, and other operational functions on our behalf. We may also disclose your personal information if we have a good-faith belief that it is necessary to protect ourselves against fraud and other criminal activity, comply with the law, a judicial proceeding, a court order, or other legal process, or to exercise and defend our legal rights and claims against us.

We may engage third-party technology providers to host or operate our virtual assistants and AI-powered chatbots. These providers act as our service providers and may process your personal information, including chat transcripts, solely on our behalf and in accordance with this Privacy Policy and our instructions. We require these providers, by contract, to implement appropriate safeguards to protect personal information and to refrain from using it for their own independent purposes, such as training generalized AI models, except as permitted by law and our agreements.

YOUR RIGHTS FOR INFORMATION COLLECTED

Right to Request Disclosure
You have the right to request disclosure of the personal information we collect and use. We will verify your request using your name and email address.

Right to Request Deletion
You have the right to request the deletion of your personal information. We will verify your request using your name and email address.

Right to Designate an Authorized Agent
You have the right to designate an authorized agent to make a request on your behalf for the disclosure or deletion of your personal information. We will verify the authorization using your name and email address.

How to Submit a Request
Email: WebPrivacy@dbmglobal.com
Mail: DBM Global, ATTENTION: Privacy Request
3020 E. Camelback Rd., Suite 100, Phoenix, AZ 85016
Phone (toll-free): 855-486-4609

Please include your name, email address, the type of request, and where you would like the response to be sent.

RETENTION OF INFORMATION COLLECTED

We will retain your personal information for a period consistent with the original business purposes described herein, in accordance with applicable company record retention schedules, or as long as required to fulfill our legal obligations. Chat transcripts and usage logs relating to our virtual assistants and AI-powered chatbots are retained for a period consistent with these business purposes and applicable record retention schedules and are then deleted or de-identified in accordance with our data retention practices. You may contact DBM Global at WebPrivacy@dbmglobal.com for more information on record retention periods.

STORAGE AND SECURITY OF INFORMATION COLLECTED

We maintain reasonable physical, electronic, and procedural safeguards to protect personal information from loss, misuse, unauthorized access, disclosure, alteration, and destruction. We host these Digital Services in a secure server environment that uses firewalls and other advanced technologies to prevent interference or unauthorized access from external intruders. Where we deploy virtual assistants or AI-powered chatbots, we implement additional technical and administrative safeguards designed to reduce the risk of unauthorized access, prompt injection, and data exfiltration, and we work with our service providers to maintain appropriate patching, monitoring, and incident response capabilities for those tools. Unfortunately, even with these measures, no internet transmission can ever be guaranteed secure. Consequently, we cannot guarantee the security of your personal information. By using our Digital Services, you acknowledge and agree that we make no such guarantee and that you use our Digital Services at your own risk.

CHILDREN

We do not knowingly collect, maintain, or use personal information from children under eighteen (18); no part of our Digital Services is directed to children. If we discover that a child under eighteen (18) has provided us with personal information, we will delete such information from our systems. By using the Digital Services, you represent that you are at least the age of majority in your place of residence or that you are the age of majority in your place of residence, and you have given us your consent to allow any of your minor dependents to use these Digital Services.

CALIFORNIA PRIVACY NOTICE

This California Privacy Notice ("Notice"), as defined by the California Consumer Privacy Act ("CCPA") and the California Privacy Rights Act ("CPRA") (collectively, "California Privacy Laws"), forms a part of and supplements the information contained in our Privacy Policy. In the event of a conflict between the Privacy Policy and this Notice, this Notice will prevail with respect to California Consumers and their rights under the California Privacy Laws. This Notice covers the collection, use, disclosure, sale, and sharing of California Consumers' "Personal Information" ("PI") and "Sensitive Personal Information" ("SPI") as defined by California Privacy Laws, except to the extent such PI/SPI is exempt from the notice obligations of the California Privacy Laws. Personal Information may include, for example, identifiers and other information you provide when you interact with our Digital Services, including the content of messages you submit through contact forms, email, or our virtual assistants and AI-powered chatbots. Publicly available information is not treated as PI/SPI under the California Privacy Laws, so this notice is not intended to apply to that data, and your Consumer privacy rights do not apply to that data.

Your Consumer Rights Under the California Privacy Laws
The California Privacy Laws provide Californians with the following rights regarding their PI/SPI:

- **Right to Request PI/SPI / Right to Access PI/SPI.** Consumers (or their authorized agents) have the right to request a copy of their PI/SPI. Under the California Privacy Laws, Consumers may also request that we disclose how we have collected, used, and shared their PI/SPI over the preceding twelve (12) months, including the categories of PI/SPI we collected and our purposes for doing so; the categories of sources for that information; the categories of any third parties with whom we shared the information for a business purpose and our purposes for doing so.
- **Right to Request Deletion of PI.** Consumers have the right to request we delete the PI/SPI we collected about them. We honor such requests, subject to certain exceptions, for instance, when the PI/SPI is necessary to complete the transaction or contract for which it was collected; a permitted business justification exists to fulfill the purposes for which it was collected; is potentially beneficial to the defense of DBM Global or its employees or agents in legal proceedings; would require disproportionate effort to

delete; or when it is being used to detect, prevent, or investigate security incidents; comply with laws; or other rights provided by law.

- **Right to Correct Inaccurate PI/SPI.** Consumers have the right to rectify inaccurate PI/SPI and ensure that it is complete, given the purpose of processing the PI/SPI.
- **Right to Opt Out of the Sale of PI/SPI.** We do not sell Consumers' PI/SPI or disclose their PI/SPI for business purposes; therefore, we have not included a "Do Not Sell My Personal Information" link on our site. If our practices change, we will update this Notice and take other necessary action to comply with applicable law.
- **Right to Notification.** We will not collect new categories of PI/SPI or use PI/SPI for materially different purposes without first notifying Consumers.
- **Right to Nondiscrimination.** We will not discriminate against Consumers for exercising their rights under California Privacy Laws.
- **Right to Transfer Data.** Consumers have the right to request that we transfer their PI/SPI to another entity to the extent it is technically feasible.

Categories of Consumer PI/SPI We May Disclose for a Business Purpose
DBM Global does not sell or share Consumers' PI/SPI. However, we may share it to support our operational purposes as described in the Notice and herein. These operational purposes, defined as "business purposes" under the California Privacy Laws, are described below. In addition, we may disclose PI/SPI at Consumers' direction. Refer to other sections of this Privacy Policy and the Notice for additional information regarding our records retention policy.

- **Auditing Interactions.** We may share PI/SPI with service providers and related companies to audit interactions and transactions.
- **Security Purposes.** To secure the Digital Services and/or internal computer networks, including to detect, prevent, and investigate security incidents or violations of our terms of service or applicable laws, we may share certain PI/SPI with our service providers, law enforcement, and related companies.
- **Service Providers and other Notified Purposes.** We may disclose certain PI/SPI with "Service Providers" as defined by the California Privacy Laws to have them perform services specified by a written contract or with others for a notified purpose permitted by the California Privacy Laws.

We do not knowingly collect or sell the information of minors under the age of 16.

Exercising Your Consumer Rights Under the California Privacy Laws
If you are a California resident, you may exercise your rights or authorize another person to act on your behalf by contacting DBM Global as set forth below:

- Submitting a request to WebPrivacy@dbmglobal.com
- Calling 1-855-486-4609

You must submit a verifiable consumer request ("VCR") so that we may corroborate your identity and provide your information. You may make a VCR request only twice for access or data portability within twelve (12) months. The VCR must: (1) provide sufficient information that

allows us to reasonably verify that you are the person about whom we collected PI/SPI or an authorized representative; and (2) describe your request with sufficient detail that allows us to understand, evaluate, and respond to it appropriately.

Please note that we cannot respond to your request or provide you with PI/SPI if we cannot verify your identity or authority to make the request and confirm that the PI/SPI relates to you. Making a VCR does not require you to create an account with us. However, we consider requests made through your password-protected account sufficiently verified when they relate to the PI/SPI associated with that specific account. Also, note that we will only use the PI/SPI provided in a VCR to verify the requestor's identity or authority to make the request.

Response Timing and Format
We endeavor to respond to a VCR within forty-five (45) days of its receipt. If we require more time (up to 45 days), we will inform you in writing of the reason and the extension period. If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will provide our written response by mail or electronically at your option. Our disclosures will only cover the twelve (12) months preceding the VCR receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. We do not charge a fee to process or respond to your VCR unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will explain why and provide a cost estimate before completing your request.

CHANGES TO THE PRIVACY POLICY

We reserve the right to update and/or change this Privacy Policy at our discretion and at any time by posting a new version on the Digital Services. The new version will be effective on the date posted at the top of the page.

ACCEPTANCE OF TERMS:

Through the use of the Digital Services or any portion thereof, you hereby accept the terms outlined in this Privacy Policy. If you do not agree with any such terms, you should immediately refrain from further use of the Digital Services. In addition, your continued use of the Digital Services following the posting of any updates or changes to our terms constitutes your complete agreement and acceptance of any such changes.

ENFORCEMENT

DBM Global is the controller of your personal information. If you have questions about the privacy aspects of our Digital Services or would like to raise concerns regarding this Privacy Policy, please use the contact information provided at the bottom of this page.

Email: WebPrivacy@dbmglobal.com
Toll-free telephone: 1-855-486-4609
Write to: DBM Global, ATTENTION: Privacy Request
3020 E. Camelback Rd., Suite 100, Phoenix, AZ 85016

You may also mail your request to DBM Global, ATTENTION: Privacy Request
3020 E. Camelback Rd., Suite 100, Phoenix, AZ 85016

This privacy statement is separate from other policies, including the Short Message Service (SMS) Privacy Policy, which is a part of our overall Privacy Policy (Please refer to our SMS policy).