



Terms and Conditions

Accessibility Policy

At Shores Electrical Group, we are committed to ensuring that our website and digital platforms are accessible to all individuals, including those with disabilities. We strive to provide a user-friendly and inclusive online experience, and we have taken steps to make our content accessible in accordance with applicable accessibility standards and guidelines.

1. Accessibility Features

1.1 Web Content Accessibility Guidelines (WCAG): Our website conforms to the Web Content Accessibility Guidelines (WCAG) 2.1 level AA standards. These guidelines provide recommendations for making web content more accessible to individuals with disabilities.

1.2 Alternative Text: We use alternative text descriptions for images on our website, allowing users who utilize screen readers or assistive technologies to understand the visual content.

1.3 Keyboard Navigation: Our website can be navigated using a keyboard alone, ensuring that individuals who cannot use a mouse or other pointing device can access and interact with our content.

1.4 Color Contrast: We have implemented appropriate color contrast ratios to ensure that text and visual elements on our website are easily readable for individuals with visual impairments.

1.5 Responsive Design: Our website is designed to be responsive and compatible with various devices, including mobile phones and tablets, to provide a consistent and accessible experience across different screen sizes.

2. Assistive Technologies

We strive to ensure compatibility with common assistive technologies, including screen readers, magnifiers, and speech recognition software. We regularly test our website using assistive technologies to identify and address any accessibility barriers.

3. Ongoing Accessibility Efforts

We are dedicated to continually improving the accessibility of our website. This includes regularly reviewing our content, design, and functionality to identify areas for enhancement. We also provide training to our team members to raise awareness of accessibility best practices and guidelines.

4. Feedback and Support

If you encounter any accessibility issues while using our website or have suggestions for improvement, we encourage you to contact us. Your feedback is valuable to us as we strive to provide an accessible and inclusive online environment.

5. Third-Party Content

While we make every effort to ensure accessibility on our website, there may be instances where third-party content or applications are beyond our control. We are committed to working with third-party providers to promote accessibility and address any concerns that may arise.

6. Compliance and Standards

We are committed to complying with applicable accessibility laws and regulations. Our accessibility initiatives align with the Web Content Accessibility Guidelines (WCAG) 2.1 level AA standards, which are widely recognized as the industry standard for web accessibility.

7. Contact Us

If you have any questions, concerns, or suggestions regarding the accessibility of our website, please contact us using the information provided below:

Shores Electrical Group
shoreseg.com

sales@shoreseg.com
+1(586) 533-1700

We value your feedback and are committed to ensuring equal access to our website for all users.

Cookie Policy

This Cookie Policy explains how Shores Electrical Group ("we," "us," or "our") uses cookies and similar tracking technologies when you visit our website. It provides information about the types of cookies we use, their purpose, and how you can manage your cookie preferences.

1. What Are Cookies

Cookies are small text files that are placed on your device (computer, smartphone, or tablet) when you visit a website. They help us enhance your browsing experience and provide useful features by storing information about your preferences, settings, and website interactions.

2. Types of Cookies We Use

We use the following types of cookies on our website:

a. **Essential Cookies:** These cookies are necessary for the functioning of our website and enable core features such as security, accessibility, and session management. They cannot be disabled.

b. **Analytics Cookies:** We use analytics cookies to gather information about how visitors use our website. This helps us analyze website traffic, identify popular pages, and improve our website's performance and content. The data collected is aggregated and anonymous.

c. **Marketing Cookies:** Marketing cookies are used to track visitors across websites. The information collected is used to display relevant advertisements and promotional content based on your interests or to measure the effectiveness of our marketing campaigns.

3. Third-Party Cookies

We may also allow third-party service providers, such as Google Analytics, to place cookies on our website. These providers assist us in analyzing website traffic and usage patterns. Please note that these third parties have their own privacy

policies, and we do not have control over their cookies or the data collected by them.

4. Cookie Management

You can manage your cookie preferences and control the use of cookies through your web browser settings. Most browsers allow you to block or delete cookies. However, please note that blocking or deleting cookies may affect your experience on our website and limit certain functionalities.

5. Consent

By using our website, you consent to the use of cookies as described in this Cookie Policy. When you visit our website for the first time, a cookie banner will be displayed, notifying you of the use of cookies and providing a link to this Cookie Policy for more information.

6. Updates to the Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our practices or for legal or regulatory reasons. Any updates will be posted on this page with a revised "Last Updated" date. We encourage you to review this policy periodically to stay informed about our use of cookies.

7. Contact Us

If you have any questions or concerns about our Cookie Policy, please contact us using the information provided below:

Shores Electrical Group

shoreseg.com

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+1(586) 533-1700

Effective Date: September 2023

Last Updated: 09/14/2023

Terms of Service

These Terms of Service ("Terms") govern your use of the Shores Electrical Group website and any services provided through the website (collectively referred to as the "Service"). By accessing or using the Service, you agree to comply with these Terms.

1. Acceptance of Terms

By using our Service, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree with any part of these Terms, you must not access or use the Service.

2. Use of the Service

a. Eligibility: You must be at least 18 years old or the legal age of majority in your jurisdiction to use the Service. By using the Service, you represent and warrant that you meet these eligibility requirements.

b. Account Creation: Some features or services may require you to create an account. You are responsible for providing accurate and complete information during the registration process. You are also responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

c. Prohibited Conduct: You agree not to engage in any conduct that is unlawful, harmful, threatening, abusive, harassing, defamatory, or otherwise objectionable while using the Service. You also agree not to upload, post, or transmit any content that infringes upon the rights of others or violates any applicable laws.

3. Intellectual Property

The content and materials available on the Service, including text, graphics, images, logos, and software, are protected by intellectual property laws and are owned or licensed by Shores Electrical Group. You may not use, copy, reproduce, modify, distribute, or display any part of the Service without our prior written consent.

4. Limitation of Liability

a. Disclaimer of Warranties: The Service is provided on an "as is" and "as available" basis. We make no warranties or representations, either express or implied, regarding the Service, including its accuracy, reliability, or fitness for a particular purpose.

b. Limitation of Liability: To the maximum extent permitted by law, Shores Electrical Group and its affiliates, officers, employees, agents, and partners shall not be liable for any indirect, incidental, special, consequential, or exemplary damages arising out of or in connection with your use of the Service.

5. Third-Party Links

The Service may contain links to third-party websites or services that are not owned or controlled by Shores Electrical Group. We do not endorse or assume any responsibility for the content, privacy policies, or practices of third-party websites. You access such websites at your own risk.

6. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of [Jurisdiction]. Any disputes arising out of or relating to these Terms or the Service shall be resolved through binding arbitration or in the courts of [Jurisdiction], to the exclusion of any other jurisdiction.

7. Modifications to the Terms

We reserve the right to modify or update these Terms at any time. Any changes will be effective immediately upon posting the revised Terms on the Service. Your continued use of the Service after the posting of any changes constitutes your acceptance of such changes.

8. Contact Us

If you have any questions or concerns about these Terms, please contact us using the information provided below:

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Disclaimer

The information provided on the Shores Electrical Group website is for general informational purposes only. While we strive to keep the information up to date and accurate, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability of the website or the information, products, services, or related graphics contained on the website for any purpose.

Any reliance you place on such information is strictly at your own risk. We disclaim any liability for any loss or damage, including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website, you may be able to link to other websites that are not under the control of Shores Electrical Group. We have no control over the nature, content, and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorsement of the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Shores Electrical Group takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Please note that the information provided on the website does not constitute professional advice. It is always recommended to seek the assistance of a qualified professional for specific electrical, construction, or related matters.

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Data Protection Policy

At Shores Electrical Group, we are committed to protecting the privacy and confidentiality of personal information that we collect, use, and disclose in the course of our business operations. This Data Protection Policy outlines our practices regarding the collection, storage, processing, and security of personal data.

1. Data Collection and Use

We collect personal information, such as names, contact details, and job titles, from individuals for the purpose of providing our services, responding to inquiries, and conducting business operations. We only collect personal data that is necessary and relevant to the specific purpose.

2. Consent

By providing us with your personal information, you consent to the collection, use, and disclosure of that information in accordance with this policy. You have the right to withdraw your consent at any time by contacting us using the information provided at the end of this policy.

3. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected or as required by applicable laws and regulations. Once the data is no longer needed, it will be securely disposed of.

4. Data Security

We take appropriate measures to protect personal information from unauthorized access, alteration, disclosure, or destruction. We maintain physical, technical, and organizational safeguards to ensure the security of personal data.

5. Data Sharing and Disclosure

We may share personal information with third parties only in the following circumstances:

- With your consent or as necessary to fulfill the purposes for which the data was collected.

- With service providers who assist us in delivering our services and who are bound by confidentiality obligations.

- In response to legal processes or government requests, or to comply with applicable laws and regulations.

6. International Data Transfers

Personal data may be transferred to and stored in countries outside of your jurisdiction, where data protection laws may differ. We will ensure that appropriate safeguards are in place to protect the transferred data in accordance with applicable data protection laws.

7. Data Subject Rights

You have the right to access, update, correct, and delete your personal information held by us. If you wish to exercise any of these rights or have any questions or concerns about the processing of your personal data, please contact us using the information provided below.

8. Updates to the Policy

We may update this Data Protection Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website, and the revised effective date will be indicated.

Contact Us

If you have any questions or concerns about our Data Protection Policy or our data protection practices, please contact us using the information below:

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shoreseg.com

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Effective Date: September 2023

Last Updated: 09/14/2023

Security Policy

At Shores Electrical Group, we prioritize the security and protection of all information, systems, and assets entrusted to us by our clients and stakeholders. This Security Policy outlines our commitment to maintaining a secure environment and ensuring the confidentiality, integrity, and availability of data.

1. Information Security Management

We adhere to industry best practices and implement appropriate security measures to safeguard information against unauthorized access, disclosure, alteration, or destruction. Our information security management system is designed to identify and mitigate risks and to continually improve our security posture.

2. Access Control

We maintain strict access controls to ensure that only authorized individuals have access to sensitive information. Access rights are granted based on the principle of least privilege, and access is regularly reviewed and updated as necessary.

3. Data Classification and Handling

We classify data based on its sensitivity and implement appropriate security controls to protect each category. We ensure that personal, confidential, and sensitive data is handled, stored, and transmitted securely, both internally and externally.

4. Security Awareness and Training

We promote a culture of security awareness among our employees and contractors. Regular training programs and awareness campaigns are conducted to educate our staff about security best practices, data protection, and their responsibilities in safeguarding information.

5. Incident Management

We have established an incident management process to respond promptly and effectively to any security incidents or breaches. This includes a defined procedure for reporting, investigating, and remediating security incidents, as well as implementing measures to prevent future occurrences.

6. Physical Security

We maintain physical security measures to protect our facilities, equipment, and data centers from unauthorized access, theft, and damage. This includes controlled access, CCTV surveillance, and other appropriate security measures.

7. Vendor and Third-Party Security

We assess the security controls and practices of our vendors and third-party service providers to ensure they meet our security standards. Contracts and agreements include provisions to protect the confidentiality and security of data shared with them.

8. Compliance with Laws and Regulations

We comply with applicable laws, regulations, and industry standards related to information security and data protection. We regularly review our security practices to ensure ongoing compliance and make necessary adjustments to address changes in the legal and regulatory landscape.

9. Continual Improvement

We are committed to continually improving our security measures and practices. We conduct regular security assessments, vulnerability scans, and penetration testing to identify and address potential weaknesses. Feedback and suggestions from employees, clients, and stakeholders are also considered for improvement.

10. Communication and Review

This Security Policy is communicated to all employees and contractors, who are required to acknowledge and adhere to its principles. The policy is periodically reviewed and updated to reflect changes in technology, business practices, and the evolving threat landscape.

Contact Us

If you have any questions or concerns about our Security Policy or our security practices, please contact us using the information below:

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Social Media Policy

Introduction:

At Shores Electrical Group, we recognize the importance of social media as a communication and marketing tool. This Social Media Policy outlines the guidelines and expectations for employees and contractors when using social media on behalf of our company. By following these guidelines, we can maintain a positive and professional online presence while protecting our brand reputation.

1. Personal and Professional Accounts:

Employees and contractors are encouraged to use social media responsibly and are free to maintain personal social media accounts. However, when representing Shores Electrical Group or discussing matters related to our company, it is important to identify oneself as an employee and ensure that statements align with our values, policies, and guidelines.

2. Confidentiality and Privacy:

Respect the confidentiality and privacy of company information, clients, colleagues, and stakeholders. Do not disclose any proprietary, sensitive, or confidential information about the company, its clients, or any individuals without proper authorization.

3. Transparency and Honesty:

Be transparent and honest in your social media activities. Clearly disclose any affiliations with our company when posting content related to our products, services, or industry. Avoid misrepresenting yourself or engaging in deceptive practices.

4. Professional Conduct:

Maintain a professional tone and conduct in all social media interactions. Be respectful, considerate, and constructive in your communications. Avoid engaging in personal attacks, offensive language, or discriminatory behavior. Remember that you are representing our company and should act accordingly.

5. Intellectual Property:

Respect the intellectual property rights of others. Do not post or share copyrighted material without proper authorization. When sharing content, always credit the original source and adhere to fair use guidelines.

6. Compliance with Laws and Regulations:

Abide by all applicable laws, regulations, and industry standards when using social media. Do not engage in activities that could violate intellectual property rights, defame others, infringe on privacy, or breach any legal obligations.

7. Endorsements and Sponsorships:

If you are engaging in partnerships, endorsements, or sponsorships related to our company, ensure compliance with applicable laws and regulations. Clearly disclose any commercial relationships or incentives when endorsing products, services, or organizations.

8. Reporting and Escalation:

If you encounter any inappropriate, misleading, or potentially harmful content related to our company or industry, report it to the appropriate internal contact for further review and action. Promptly escalate any social media-related issues or concerns to the designated authority within our organization.

9. Personal Responsibility:

Remember that social media activity is visible to a wide audience and can have long-lasting effects. Think before you post and consider the potential impact of your words and actions on our company's reputation and your own professional image.

10. Training and Education:

We provide training and education on social media best practices, policies, and guidelines to ensure that employees and contractors have the necessary knowledge and skills to engage responsibly on social media.

Consequences of Non-Compliance:

Failure to comply with this Social Media Policy may result in disciplinary actions, up to and including termination of employment or contract. We reserve the right to

remove or request the removal of any content that violates this policy or is detrimental to our company's reputation.

Contact Us:

If you have any questions or need further clarification regarding our Social Media Policy, please contact us using the information below:

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