Privacy Policy

Last Updated: 10/01/2026

This Privacy Policy describes how Meyer Corporation U.S., its affiliates and contractors operating as Pots & Pans (henceforth referred to as “Meyer,” “we,” “our”, or “us”) may collect, use, disclose, or otherwise process personal information about you; your choices regarding our use of your personal information; and how we safeguard such information when you access potsandpans.com (the “Site”). By accessing or using our Site, you acknowledge our privacy practices as described in this Privacy Policy.

Those with disabilities may also access this Privacy Policy in an alternative text-based format, such as HTML, RTF, or PDF by clicking here; or by clicking the accessibility icon in the upper right hand corner of the screen.

By using the Site, you acknowledge and agree that your use of the Site is governed by our Terms of Service.

1. COLLECTION OF PERSONAL INFORMATION

The term “personal information” refers to information that identifies, relates to, described, is reasonably capable of being associated with, or could reasonably be linked either directly or indirectly, with an identified or identifiable person.

A. Personal Information You Provide to Us

We may collect personal information when, for example, you place a product order on our Site. The personal information that we may collect includes:

- **Contact Information**, such as your name, email address, postal address (shipping and billing address), and telephone number.
- **Financial Information**, such as your tokenized credit card number from our payment processor. We may save your credit card information for use when you log in to make future purchases.
- **Commercial Information**, such as your account information, the products you order on the Site, and certain product registration information (e.g., date of purchase and where you purchased your product).

B. Personal Information Collected Automatically

We and our vendors use cookies, web beacons, pixels, tags and other similar technologies (collectively, “Cookies”) to collect personal information when you interact with our Site. These Cookies may collect personal information about your usage and activities (such as your IP address, cookie IDs, and device identifier, the browser you are

using, length and time of visit and pages visited), geolocation data and details about how you interact with our Site.

This information is used by us and our vendors for various purposes, including to: operate, enable and improve our Site; to advertise or market to you; analyze usage and performance; track bugs and errors; verify account credentials and enable logins; and identify fraud, as well as protect and secure our Site. For example, we may use the Cookies below for the following purposes:

- We may use Google Analytics to understand details about how you use our Site. For more information on how Google Analytics uses data it collects, visit: policies.google.com/technologies/partner-sites. To opt out of Google Analytics, visit tools.google.com/dlpage/gaoptout.
- We may also implement Google Analytics Advertising features such Dynamic Remarketing with Google Analytics, Audience Targeting, Behavioral Reporting, Cross Device Remarketing & Reporting, Google Analytics Demographics & Interest Reporting, and Google Display Network Impression Reporting on our Site. To adjust your Google advertising settings, visit: myadcenter.google.com.
- When we use Microsoft Advertising on our Site, Microsoft may collect or receive certain information, as described in its Privacy Statement.
- We may use the Meta Pixel to collect or receive information on our Site and to target and deliver ads.
- We may use Hotjar to help us understand and analyze how visitors use our services, and to improve the Sites. For more information regarding Hotjar's collection and use of information, please visit Hotjar's privacy policy here.
- We may use Crazy Egg or Mouseflow to analyze how visitors use our Site, including by tracking page content and click/touch, movement, scroll, and keystroke activity.
    - To learn more about Crazy Egg's data collection practices, you can click here to view Crazy Egg's privacy policy. You can also opt out of Crazy Egg's data collected here.
    - To learn more about Mouseflow's privacy practices, including how to opt out of Mouseflow's services, click here.

Our Site may also use tools to support the operation and performance of our Site and to analyze your interactions and experiences with our Site, including the features you engage with, how you navigate, and your click/touch, movement, scroll, and keystroke activity.

C. Personal Information from Other Sources

We may collect your personal information from other sources. For example, if you submit a review about one of our products on an external website, we may post that review on our Site.

Our vendors may also collect personal information that you submit to them on our behalf. We may combine information that we have about you with the information that we obtain from these other sources. For instance, our online store is powered by Shopify and when you purchase a product on our Site, Shopify may directly process your personal information on our behalf to process your order. You can learn more about Shopify's practices here.

2. HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information when you:

- Place an order on the Site;
- Return an item or make an exchange;
- Request warranty service for any of our products;
- Inquire about our services;
- Register your product with us;
- Request product information;
- Create an account on the Site;
- Participate in a marketing survey, promotion, or event either online or offline;
- Subscribe to our email newsletter;
- Submit a review;
- Correspond with us by any means, either online or offline; or
- For any other reason with your consent.

3. USE OF PERSONAL INFORMATION WE COLLECT

We may use the personal information we collect in order to:

- Process and track your order;
- Provide the services you request;
- Contact you about the status of an order or to follow up on an abandoned or incomplete order;
- Contact you about your warranty claim;
- Send you catalogs or promotional offers (by postal mail or email) that we believe will be of interest to you;
- Identify your product and service preferences;
- Customize our communications to you;
- Provide information concerning product recalls or products you have purchased;
- Improve our merchandise selection and customer service;
- To personalize your user experience and to allow us to deliver the type of content and offerings in which you are most interested;

- To conduct an aggregated analysis of the performance of our Site;
- To maintain and improve the Site;
- To conduct our business-related operations and functions, including preventing fraud, security, and legal reasons; and
- For other internal business purposes such as recordkeeping and risk management.

4. DISCLOSURE OF PERSONAL INFORMATION

We may disclose the personal information we have collected with other Meyer subsidiaries and affiliates to offer you products and services that may be of interest to you.

We may disclose personal information to our vendors (such as shippers, marketing vendors, and website developers) to provide certain services to us, including to:

- Process and fulfill orders;
- Promote and advertise our products, events, and services;
- Host contests and sweepstakes;
- Design and develop accessible websites and web experiences; and
- Process refunds and warranty claims.

In addition to the above, we may disclose personal information:

- To comply with legal process such as a search warrant, subpoena, or court order;
- To protect Meyer's rights and property;
- To investigate reports of fraud or of users sending material using a false email address or users sending harassing, threatening, or abusive messages;
- To protect against misuse or unauthorized use of our Site;
- To facilitate the financing, securitization, insuring, sale, assignment, bankruptcy, or disposal of all or part of our business or assets;
- To protect the rights, property, or safety of our company, our users, or others;
- During emergencies, such as when we believe someone's physical safety is at risk; and
- In the unlikely event that Meyer ever becomes insolvent and seeks protection under bankruptcy or insolvency laws, or if we plan to merge or be acquired by another business entity, Meyer may share or sell your personal information with anyone that acquires our business.

At your direction or request, or when you otherwise consent, we may disclose your personal information, including when you use one of our social features to share recipes on our blogs.

5. DATA RETENTION

We retain personal information for as long as it is needed to provide you the services, for our ongoing business need, or for the purpose for which it was collected. Additionally, we will retain and use your personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

6. PROTECTION OF PERSONAL INFORMATION

We employ reasonable security measures to protect the security of the personal information you submit to us from loss, misuse, access, alteration, disclosure, and destruction. To help us protect personal information, we request that you use a strong password and never disclose your password to anyone or use the same password with other sites or accounts.

7. YOUR RIGHTS AND CHOICES

We offer certain choices related to your personal information.

Account

If you have created an account with us, you can log in and update your account information, including your name, address, and email address.

Email

You can unsubscribe from promotional emails by clicking the unsubscribe link included in each promotional email. Please note that even if you unsubscribe from receiving promotional emails from us, we may still send you transactional or informational emails.

Text Messages

We may send text messages to you regarding services or products that may be of interest to you, to communicate information related to orders you have placed, to follow up on incomplete or abandoned orders, or to otherwise contact you regarding your account. You can opt out of text messages at any time by texting "STOP". After you send "STOP", we may send you an additional text message to confirm that you have been unsubscribed. If at any time you have questions about the text messages, text "HELP". After you send "HELP" we will respond with instructions on how to use our service as well as how to unsubscribe. Message and data rates may apply.

Cookies, Tracking, and Interest-Based Advertising

Most web browsers accept Cookies by default, but you can remove or reject Cookies by adjusting your settings in your browser. Please consult the “Help” section of your browser for more information. Please note that by blocking Cookies, it may affect

certain personalized services, and you may not be able to take full advantage of all of our Site features, such as saving items in your cart to make purchases. Also, disabling Cookies may invalidate an opt-out that uses Cookies to recognize devices that have opted out. You can visit here to learn more about rejecting Cookies.

As described above, we use your personal information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. Certain analytics and advertising vendors may participate in the Digital Advertising Alliance ("DAA") AdChoices Program and the Network Advertising Initiative ("NAI"). Vendors that participate in the DAA program may display an Advertising Option Icon for Interest-based Ads that links to an opt-out tool, which allows you to exercise certain choices regarding targeting. You can learn more about the DAA AdChoices Program at optout.aboutads.info and the NAI at thenai.org/how-to-opt-out/. Please be aware that, even if you are able to opt out of certain kinds of interest-based ads, you may continue to receive non-personalized ads.

Do Not Track

Some browsers have a "do not track" feature that lets you transmit a signal that you do not want to have your online activities tracked. At this time, we do not respond to browser "do not track" signals.

If you reside in California or a state with a consumer privacy law, you may have additional rights related to your personal information, as described below.

8. ADDITIONAL INFORMATION FOR CALIFORNIA RESIDENTS

This section supplements the other parts of this Privacy Policy and provides additional disclosures for consumers of California. This notice at collection is meant to comply with the California Consumer Privacy Act (as amended, and together with related regulations the "CCPA"). Any terms defined in the CCPA shall have the same meaning when used in this section.

A. Collection, Use, and Disclosure of Personal Information

The following is a description of personal information practices for the preceding 12 month period prior to the date of this Privacy Policy as well as our current practices unless otherwise noted. We collect the following categories of personal information from consumers for the uses described below:

Category of Personal Information Collected	Purposes for Collection, Use, and Disclosure
Identifiers, which may include name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, or other similar identifiers	● Providing our products and services to you, including maintaining and servicing your account, facilitating warranty claims, and similar functions and services; ● Communicating with you, including to share information that we think would be of interest to you and in response to an inquiry about products you have purchased; ● Detecting and addressing security incidents and protecting against malicious, deceptive, or illegal activity; ● Troubleshooting our products to identify and repair issues; ● Internal research and development; ● Quality and safety assurance, and improving, upgrading, and enhancing the Site; and ● To improve our products and services
Customer Records statute (described in Cal. Civ. Code § 1798.80(e)), which may include name, signature, address, telephone number, financial information	● Providing our products and services to you, including maintaining and servicing your account, facilitating warranty claims, and similar functions and services; ● Communicating with you, including to share information that we think would be of interest to you and in response to an inquiry about products you have purchased; ● Internal research and development; ● Quality and safety assurance, and improving, upgrading, and enhancing the Site; and ● To improve our products and services for you

Category of Personal Information Collected	Purposes for Collection, Use, and Disclosure
Commercial information, which may include records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	● Providing our products and services to you, including maintaining and servicing your account, facilitating warranty claims, and similar functions and services; ● Communicating with you, including to share information that we think would be of interest to you and in response to an inquiry, about products you have purchased; ● Internal research and development; ● Quality and safety assurance, and improving, upgrading, and enhancing the Site; and ● To improve our products and services for you
Internet or other similar network activity, which may include browsing history, search history, information on a consumer's interaction with our Site or our advertisements	● Marketing and advertising; ● Detecting and addressing security incidents and protecting against malicious, deceptive, or illegal activity; ● Troubleshooting our products to identify and repair issues; ● Internal research and development, including analytical purposes; ● Quality and safety assurance, and improving, upgrading, and enhancing the Site; ● To better understand how users access our Site; and ● To improve our products and services for you
Geolocation data, which may be inferred from your IP address	● To provide you with information relevant to your area
Audio or other similar information, including recorded phone calls	● Communicating with you, including to provide customer service

Category of Personal Information Collected	Purposes for Collection, Use, and Disclosure
Inferences drawn from other personal data, which may be drawn from any of the information above to create a profile about you reflecting your preferences, and characteristics	● Marketing and advertising; and ● To provide you with a personalized experience

We also collect some personal information that does not directly fit within one of the categories defined by the CCPA. For example, we collect the information you provide when you contact us or send us an email.

For each category disclosed above, we disclose the personal information to our service providers or processors.

In addition, we may collect, use, and disclose your personal information as required or permitted by applicable law. We do not treat deidentified data or aggregate user information as personal information, and we reserve the right to convert, or permit others to convert, your personal information into deidentified data or aggregate consumer information. Where we collect and use deidentified data, we commit to maintaining and using that data in deidentified form without attempting to reidentify it.

As explained above, we and our vendors may collect personal information from you from the following sources:

- Directly from you when you provide it to us;
- Automatically when you use the Site; and
- From our vendors such as Shopify, who perform services on our behalf

Subject to the CCPA's restrictions and obligations, we may disclose your personal information for some or all of the above-listed business purposes to certain recipients who help us to run our business.

For information on our data retention practices please see our Data Retention section above.

B. Sales and Sharing of Personal Information

Although we do not sell personal information in exchange for money, some of the ways we disclose personal information to third parties for advertising and analytics may constitute a "sale" or "sharing" under the CCPA.

We have sold or shared the following categories of personal information:

- Identifiers;
- Commercial Information;
- Internet or other electronic network activity information;
- Geolocation data; and
- Inferences

We sell and/or share this personal information with advertising and marketing partners, adtech vendors, analytics providers, and session replay vendors.

We do not have actual knowledge that we sell or share the personal information of consumers under 16 years of age.

C. California Privacy Rights

The CCPA provides California consumers with specific rights regarding their personal information. If you are a California consumer, you have the following rights:

Right to Know (Categories). The right to request we disclose to you free of charge the categories of personal information that we have collected about you, including:

- the categories of sources from which personal information was collected;
- the business or commercial purposes for collecting, selling, sharing, or disclosing personal information;
- the categories of third parties to whom we disclosed personal information;
- the categories of personal information that we sold or shared about you, and for each category identified, the categories of third parties to which we sold or shared that particular category of personal information;
- the categories of personal information that we disclosed for a business purpose, and for each category identified, the categories of service providers or contractors to whom we disclosed that particular category of personal information.

Right to Know (Specific Pieces). The right to request we disclose to you free of charge the specific pieces of personal information we collected about you.

Right to Delete. The right to request we delete personal information we collected from you, unless the CCPA recognizes an exception.

Right to Correct. The right to request that we correct inaccuracies in your personal information. Please note you can make changes to your account as described in "Your Rights and Choices" section above.

Right to Opt Out. You have the right to opt out of the sale of your personal information, and to request that we do not share your personal information for cross-context behavioral advertising. If you would like to opt out of sales and sharing through tracking technologies such as Cookies, please go to the "Your Privacy Choices" link in the footer of the Site. You may also opt out of the of sales or sharing through Cookies and tracking technologies with an opt-out preference signal, such as Global Privacy Control. To process your request through an opt-out preference signal, you must use a browser supporting the preference signal. If you choose to use an opt-out preference signal, we will opt you out of sales and sharing in the context of Cookies and tracking technologies from the browser for which you have the opt-out preference signal enabled.

Right to Limit Use and Disclosure of Sensitive Personal Information. We do not use or disclose sensitive personal information in ways to which the right to limit use and disclosure of sensitive personal information applies. As such, we do not offer this right.

Shine the Light. California's "Shine the Light" law permits California customers the right to request certain information about the personal information we have disclosed (if any) to third parties for their own direct marketing purposes and the identity of those third parties. If you are a California resident, you may request information about our compliance with the Shine the Light law , please contact us at support@potsandpans.com.

Consistent with California law, if you choose to exercise your applicable CCPA rights, we won't charge you different prices or provide you a different quality of services.

How to Exercise Your CCPA Rights

To exercise your CCPA privacy rights above, please submit a request by calling us at 1-877-399-2110 or emailing us at legal@meyer.com.

Please note that, if you submit a request to know, request to delete, or request to correct, we may ask you to provide 2-3 pieces of personal information that we will match against our records to verify your identity. If you are a California consumer, you may designate an authorized agent to make a CCPA Privacy request on your behalf. You may make such a designation by providing the agent with written permission to act on your behalf. We will require the authorized agent to provide either (1) a power of attorney; or (2) proof of your written permission. In addition to proof of your written permission, we may require you to verify your own identity and directly confirm that you provided the agent permission to submit the request. An authorized agent is either a natural person or a business entity registered with the California Secretary of State that

a consumer has authorized to act on their behalf. We may deny a request from agents that do not submit proof that they have been authorized by you to act on your behalf.

9. Additional Information for Resident of Other U.S. States

This section supplements the other parts of our Privacy Policy and describes the rights of consumers in Colorado, Connecticut, Delaware, Indiana, Iowa, Kentucky, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, and Virginia (collectively "Covered States"). Any terms defined in each Covered State's privacy law that are used in this section shall have the same meaning as in the Covered State's privacy laws.

You can learn more about the personal data we process and the purpose for processing such personal data and the categories of recipient with whom we disclose personal data in the "Collection, Use, and Disclosure of Personal Information" section above.

A. Sales and Targeted Advertising

Although we do not sell personal data in exchange for money, we may use, disclose, or make available the categories of personal data listed below for targeted advertising purposes or in a manner that is considered a "sale" under the privacy laws of the Covered States:

- Identifiers;
- Commercial Information;
- Internet or other electronic network activity information;
- Geolocation data; and
- Inferences

When we disclose or otherwise make available such information, we may do so to the following categories of third parties: adtech vendors, analytics providers, and session replay vendors. You can learn more about how third parties may process personal data in the "Disclosure of Personal Information" section above.

B. Privacy Rights

Depending on your state of residency, you may have the following rights:

Right to Access. The right to confirm whether we are processing your personal data, to access your personal data, and to obtain a copy of personal data you provided to us in a portable format. If you reside in Minnesota or Oregon, you also have the right to obtain a list of the categories of personal data we have processed about you.

Right to Delete. The right to request that we delete personal data that we have collected from or obtained about you.

Right to Correct. The right to request that we correct inaccuracies in your personal data. Please note you can make changes to your account as described in "Your Rights and Choices" section above.

Right to Opt Out. You have the right to request to opt out of the sale of your personal data or the processing of your personal data for targeted advertising. If you would like to opt out of sales and processing of personal data for targeted advertising through tracking technologies such as Cookies, please go to the "Your Privacy Choices" link in the footer of the Site. You may also opt out of the disclosure of personal information via Cookies and tracking technologies with an opt-out preference signal, such as Global Privacy Control. To process your request through an opt-out preference signal, you must use a browser supporting the preference signal. If you choose to use an opt-out preference signal, we will opt you out of sales and sharing for targeted advertising in the context of Cookies and tracking technologies from the browser for which you have the opt-out preference signal enabled.

Right to Appeal. The right to appeal our decision if you are unsatisfied with our actions related to the exercise of one of your privacy rights.

Right to a Know Categories of Third Parties. If you live in Delaware or Maryland, you have the right to request a list of the categories of third parties to whom we have disclosed personal data.

Right to Obtain List of Specific Third Parties. If you live in Minnesota or Oregon, you have the right to obtain a list of specific third parties with whom we have disclosed personal data.

10. Links to Other Websites and Social Features

Occasionally we may provide links to other websites that operate independently of Meyer. These other websites have their own privacy and security policies. Meyer does not have any control over the content, privacy practices, or other activities of these websites. You may be asked by these websites to provide personal information, or the websites may automatically collect personal information when you visit such websites. For the best online experience, we strongly encourage you to review these policies at any website you visit.

The Site may permit you to interact with social media platforms operated by unaffiliated parties, for example, to share recipes from the Site on those platforms ("Social Features"). If you choose to "like" or share content or post information using Social Features, that information may be publicly displayed, and the party operating the other platform may receive certain information about you and your use of the Site. Similarly, if you interact with us through Social Features (e.g., if you "like" or "follow" our page on another platform), we may have access to information about you from that platform

11. Privacy of Children on the Site

Individuals under the age of 18 are not permitted to use our Site, and we do not knowingly collect personal information from children under the age of 18. If we learn that we have inadvertently gathered personal information from children under 18, we will promptly remove such information from our records in accordance with applicable law.

12. IMPORTANT NOTICE REGARDING INTERNATIONAL VISITORS

We are based in the United States and if you choose to provide us with personal information, please understand that your personal information may be transferred to the United States. By submitting personal information through the Site, you understand that by providing your personal information: (i) your personal information will be used in accordance with this Privacy Policy; and (ii) your personal information may be transferred to, and processed and stored in the United States. Please be aware that the data protection laws and regulations that apply to your personal information transferred to the United States or other countries may be different from the laws in your country of residence.

13. PRIVACY POLICY CHANGES

We reserve the right to modify this Privacy Policy at any time. Changes will be posted on our Site. We will indicate changes to the Privacy Policy by updating the “Last Updated” date at the beginning of the Privacy Policy. Your continued use of this Site after any update to this Privacy Policy will constitute your acceptance of the changes.

14. Contact Us

For privacy-related issues, please contact us at:

Meyer Corporation, U.S.
ATTN: Consumer Relations Department
One Meyer Plaza
Vallejo, CA 94590

Toll Free Telephone Number 1-800-450-0156

Email support@potsandpans.com
Contact us through this link.

Meyer Is a Registered Trademark of Meyer Manufacturing Company Limited –

© 2026 Meyer Corporation