

Privacy Statement

Last Revision Date: July 24, 2014

Introduction and Definitions. This Privacy Statement explains how Lennox collects and treats information we collect about you when you visit Lennox websites or use a Lennox-provided online or mobile application that contains a link to this Privacy Statement ("Site" or "Sites"), and applies to Lennox International Inc., Lennox Industries Inc., and their Affiliates as defined in the [Terms of Use](#) ("Lennox," "we" or "our"), unless any such Affiliate has published a separate privacy statement that applies to it or any of its Sites. This Privacy Statement does not apply to websites of any third parties, including our business associates, even if their websites are linked to our Sites. Lennox is not responsible for the content, security or privacy practices of websites or companies that link to our Sites, and recommends that you review any such materials before interacting with them. In this Privacy Statement, "you" refers to our customers and users of our Sites.

By using Lennox Sites and providing your information, you consent to Lennox collecting information about you. Lennox may use personal information about you (for example, your name, address, telephone number and email address, collectively, "Personal Information") to better understand the needs of our Site users, to assist you in using our resources and Sites and to improve our products and services, all as more fully described in this Privacy Statement.

Information We Collect.

When you use Lennox Sites, we collect some information directly from you and other information is collected automatically, unless you choose not to participate. We use all this information in order to operate, evaluate and improve our business, to evaluate the effectiveness of our marketing and advertising, and as further disclosed in this Privacy Statement. In order to offer you a better experience, we may combine information collected from one source with information collected from another, and may supplement the information we collect on our Sites with information we obtain from third parties.

Information You Provide. Some features of our Sites are available only to visitors who register and agree to provide Personal Information that enables us to interact with them. Some features are available only to our business partners such as our dealers and service providers. If you are not a Lennox business partner and/or choose not to participate, those features will not be available to you. You may also choose to register Lennox products on one or more Sites, and if you do so, we require that you provide information related to the product being registered and certain Personal Information we need to communicate with you. We may use this information to offer and/or provide you with support, services, product updates, offers and promotions. You may also be offered subscriptions to newsletters and

promotional emails or other materials. We offer you an opportunity to opt out of these communications, with the exception of product safety information, if you wish to do so.

If you choose to submit questions or comments using a contact form on our Sites, we may use the information you submit to contact you to respond to your question and follow up appropriately. If you choose to use features that enable you to send content from our Sites to a friend, we will collect your information and your friend's information to enable us to transmit the information as requested.

In some cases we may collect your business or company information, your interest in our products and services and/or certain Personal Information and other demographic information. Where applicable, forms on our Sites that request this information will specify whether the information is mandatory or voluntary.

Information Collected Automatically. Like most companies, Lennox collects information through cookies and related technologies used on our Sites. We use this information to improve our Sites and understand more about what our visitors want from our Sites. Browser and flash cookies, for example, tell us information such as whether you have visited our Sites before, which pages you have chosen to visit, what search terms you entered, but they do not identify you as an individual. Browser cookies enable us to collect information that your browser sends to all the websites you visit, such as your IP address, your browser type and language, the date and time you access our Sites and the website from which you linked to our Sites. You may also be able to save preferences for our Sites if you have cookies enabled, which may expedite your use of our Sites if you visit frequently. Some cookies may be necessary or essential to the operation of our Sites and cannot be disabled. We also use web beacons to collect aggregate, non-personally identifiable information that may help us improve our Sites and products/services, such as information on which pages are most frequently visited, which products/services appear to generate most interest, or any pages that may generate loading errors or diversions from our Site. Please see our Cookie Notice and Disclosure page for more information and where applicable, instructions on how to disable certain of these functions if you wish to do so. You should understand, however, that if you choose to disable cookies or related functions, certain features of our Sites may not be accessible to you or may not function optimally. Unless you have disabled the functionality in question, by using our Sites, you agree that we can place these types of cookies and related technologies on the device from which you access our Sites. Because of uncertainty in the industry surrounding the use of "do not track" signals that may be transmitted by some web browsers, at this time Lennox does not take action in response to these signals.

Other Uses of Information. We may also use the information we collect on our Sites to administer our Sites, provide investor information, prevent fraud and other prohibited or illegal activities, and provide security, manage risk exposure and improve product quality, conduct investigations and comply with applicable legal and regulatory requirements and industry standards, and to help protect the safety and integrity of our employees, resources and visitors to our Sites.

Sharing and Transfer of Information. Except as described below, Lennox will not share the Personal Information that you provide to us on our Sites outside Lennox.

- (a) Disclosures to Our Business Associates. Lennox products are sold through authorized dealers and services related to Lennox products may be provided by third party service providers, and where appropriate we may share elements of your Personal Information with these entities to enable them to respond to your inquiry. Lennox also contracts with third party companies to provide services to Lennox, such as marketing companies, web hosting providers, consultants and service providers performing transactions for us. We may provide these companies with the elements of your Personal Information that are necessary to enable them to deliver their services to us. Typically all such companies are prohibited from using the Personal Information they receive from Lennox for any other purpose, or otherwise are required to keep Lennox-provided information confidential, except in order to comply with legal requirements.
- (b) Legal Requirements. We may disclose information about you, including your Personal Information, if required to do so by law or legal process or in connection with legal requests by law enforcement or government officials. We also may disclose information if we reasonably believe disclosure is urgently required to prevent harm to persons or property or in connection with investigations of fraud or suspected illegal activity.
- (c) Business Transactions Affecting Lennox. Lennox reserves the right to transfer any information we have about you in the event we sell or transfer all or any portion of our business or assets to which the information is relevant.

Security and Protection. Lennox uses reasonable administrative, technical and physical security measures to protect the Personal Information we collect on our Sites from unauthorized access, use and disclosure. It is our goal to protect the Personal Information you entrust to us.

Corrections or Changes to Your Personal Information. You may correct or change the Personal Information you have supplied us with by returning to the page where you provided the information and/or logging in on the registration page.

Children's Privacy. Lennox's Sites are not directed to children under the age of 13 and Lennox does not knowingly collect information from children under the age of 13. If we are notified that such information has been collected on our Sites we will delete it from our records.

Consent to International Transfer. The Personal Information collected on our Sites or otherwise provided by you may be sent to the United States or to any other country in which Lennox or its business associates conducts business, and such information may also be processed or stored in such countries for the purposes described in this Privacy Statement. By using our Sites and submitting your information to us, you consent to the transmission of your information outside your own country, including any member states of the European Union, and including transfers to and storage within the United States.

Changes to this Privacy Statement. This Privacy Statement may be updated periodically without notice to you to reflect changes in our online business practices. Revision dates are indicated at the top of this document. If we make material changes to the manner in which we collect, use, share or transfer your Personal Information, we will prominently post a notice of the change at the top of this document for a period of 3 months after the change is effective.

Contacting Us. If you would like to contact Lennox for any reason regarding this Privacy Statement or our privacy practices, please contact us as follows:

Lennox International Inc.
Attention: Information Security and Privacy
2140 Lake Park Blvd.
Richardson, Texas 75080
You may also email us at feedback@davenet.com

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Lennox recommends that you consult an attorney in your area before making any privacy statements, including but not limited to using the Privacy Statement. State laws vary and certain provisions in this sample statement may not be enforceable or comply with applicable U.S. and foreign laws, rules and regulations. In addition, you may have a specific situation not addressed by this statement, and an attorney can address that particular issue for you. Nothing herein constitutes the

establishment of an attorney-client relationship between you and any attorney involved in the drafting of Privacy Statement included herein.