Privacy Policy

Airbrasive, LLC | www.airbrasive.com
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Your privacy matters to Airbrasive, LLC (“AIRBRASIVE,” “we,” “us,” or “our”). Airbrasive, LLC makes and sells micro-abrasive blasting equipment and related products. This Privacy Policy explains what personal information we collect through our website at www.airbrasive.com (the “Website”), how we use it, and the choices you have. It does not apply to information collected offline or on other websites that the Website links to. By using the Website, you acknowledge the practices described here.

Summary

- We collect the information you send us (for example, in a contact form or an order) and basic technical information needed to run and secure the Website.
- We do not sell your personal information, and we do not use it for advertising.
- We do not run advertising trackers or website-analytics services that follow you across websites.
- You can ask us to access, correct, or delete your information by emailing sales@airbrasive.com.

Information You Give Us

The contact form asks for your name, company, email address, mailing address, phone number, how you found our website, what you are interested in, and your comments. We use what you send to respond to you.

If you place an order, we collect your name, billing and shipping addresses, email address, phone number, and the items ordered. If you create an account, we also collect your login credentials. Payment details are entered with our payment processors (see “Service Providers and Embedded Content” below).

If you email or call us, we keep the messages and any information you give us so that we can reply and keep a record of the communication.

Information Collected Automatically

When you visit the Website, our servers and hosting providers record standard technical information, such as your IP address, browser and device type, the pages you request, the date and time, and the page that referred you. We use it to run, secure, and troubleshoot the Website.

We use cookies only where they are needed for the Website to function, such as keeping a session secure or keeping your cart and login working. We do not use cookies for advertising or to track you across other websites. The store software sets cookies that keep your cart and login working and that record how a visitor reached the Website when an order is placed (for example, from a search result or a link). These cookies are stored on our own site and are not sent to advertising networks. You can refuse or delete cookies in your browser settings, but parts of the Website may then stop working.

Because we do not sell or share personal information for advertising, browser signals such as Do Not Track or Global Privacy Control do not change what we do: we do not track you across websites either way.

Service Providers and Embedded Content

We rely on outside providers to operate the Website. We aim to share with them only what they need for their service. Each provider's use of information is subject to its own privacy policy.

- Payment processors. Payments are handled by processors that may include Authorize.net (through STAX) and PayPal. You enter payment details with the processor, and we do not store full payment card numbers on the Website.
- Shipping carriers, such as UPS, which receive delivery names and addresses to deliver your order. Shipping-rate lookups use only package weight, dimensions, and destination.
- Cloudflare, which protects the Website from attacks and automated traffic and sets security cookies for that purpose.
- Google reCAPTCHA, which protects our forms from spam and abuse and receives information about your browser and interactions with the page. Google's use of that information is governed by the Google Privacy Policy.
- Website hosting and content delivery providers, which deliver the Website and receive your IP address when they do.

Some pages may also display content from other sites, such as a video or a map. When such content loads, the provider may receive your IP address and set its own cookies.

How We Use Information

- Respond to your inquiries and requests.
- Process and ship orders, handle returns and warranty claims, and manage your account.
- Send you email you have asked to receive. Every such email includes a way to unsubscribe.
- Keep the Website secure, prevent fraud and abuse, and troubleshoot problems.
- Keep business, tax, and legal records and comply with the law.

How We Share Information

We do not sell, rent, or lease your personal information or mailing lists, and we do not share it with advertising networks. We disclose personal information only:

- To the service providers described above, who are required to protect it;
- To our affiliates that support our operations, subject to confidentiality obligations;
- When the law requires it, to respond to legal process, or to protect our rights, property, or safety or that of others;

- In connection with a merger, sale, or transfer of business assets; or
- With your consent or at your direction.

How Long We Keep Information

We keep personal information for as long as we need it for the purposes described in this Policy, including to maintain business, accounting, tax, warranty, and legal records. We then delete it or de-identify it, unless the law requires us to keep it longer.

Security

We use reasonable administrative, technical, and physical safeguards, including encrypted (HTTPS) connections to the Website. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. If a breach affects your personal information, we will notify you and any regulator as the law requires.

Your Choices and Rights

You may ask us to tell you what personal information we hold about you, to correct it, or to delete it, and you may ask us to stop sending you email. Depending on where you live, you may have these rights under state privacy laws. We will consider a request from anyone, wherever they live, and respond to verified requests within the time the law requires. We may need to verify your identity first, and we may decline a request where the law allows, for example for records we must keep for tax or legal reasons. We will not treat you differently for making a request. To make a request, email sales@airbrasive.com.

Children

The Website is not directed to children under 16, and we do not knowingly collect personal information from them. If you believe a child under 16 has given us personal information, contact us at sales@airbrasive.com and we will delete it.

Changes to This Policy

We may update this Policy from time to time. When we make a material change, we will post the updated Policy on this page with a new “Last Updated” date. Information we collect is handled under the Policy in effect when we collect it.

Contact Us

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