



# Micro X-Ray Privacy and Data Retention Policy

**Effective Date:** 3/25/2026

Micro X-Ray values your privacy and is committed to protecting the information you provide to us. This Privacy Policy explains what information we collect, how we use it, how we protect it, and how long we may retain it.

This policy applies to information collected through our website, contact forms, support requests, sales inquiries, email communications, and documents submitted to us for review.

## Information We Collect

We may collect information you voluntarily provide to us, including:

- name
- company name
- job title
- email address
- phone number
- mailing or billing address
- product or application details
- support request details
- files or documents submitted for review
- other information you choose to include in a form, email, or attachment

We may also collect limited technical information automatically through our website or systems, such as browser or device information, IP address, usage details, and similar technical data used for security, analytics, and site functionality.

## How We Use Information

We use the information we collect to:

- respond to inquiries and requests
- provide technical support
- review documents, specifications, or submitted materials
- prepare quotations, proposals, or recommendations



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- communicate about products, services, and orders
- maintain customer and prospect records
- improve our website, services, and support process
- protect our systems and business operations
- comply with legal, tax, contractual, and operational requirements

### Documents and Files You Submit

If you submit drawings, specifications, technical documents, logs, screenshots, or other materials for review, support, quotes, or evaluation, we may store and use those materials as needed to respond to your request, support your account, document prior interactions, and maintain business records.

Please do not submit sensitive personal information unless it is necessary for the business purpose of your request.

### How We Share Information

Micro X-Ray does not sell your personal information.

We may share information only as needed for legitimate business purposes, including:

- with employees or authorized personnel who need access to perform their work
- with service providers who support our website, email, hosting, storage, IT, support, or other business systems
- when required by law, legal process, or regulatory obligation
- to protect the rights, systems, property, or safety of Micro X-Ray, our customers, or others
- in connection with a business transaction such as a merger, acquisition, or asset transfer

### Data Retention

We retain information only as long as reasonably necessary for business, support, legal, contractual, accounting, backup, and operational purposes.

Examples include:

- **Customer records:** generally retained for the duration of the business relationship and for a reasonable period afterward



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- **Prospect and sales inquiry records:** generally retained as needed for follow-up and business development
- **Support requests and submitted files:** generally retained as needed to provide support, maintain service history, and document prior work
- **Quotes, contracts, invoices, and transaction records:** retained as required for business and legal recordkeeping
- **Backup copies:** may retain data for a limited period after deletion from active systems until the data ages out through normal backup retention cycles

We may retain information longer when necessary for legal obligations, dispute resolution, audit requirements, fraud prevention, contract enforcement, or protection of business interests.

### Security

We use reasonable administrative, technical, and physical safeguards designed to protect the information we collect from unauthorized access, disclosure, misuse, alteration, or destruction.

No method of transmission or storage is completely secure, but we take practical steps to reduce risk and limit access to authorized personnel.

### Marketing and Communications

If you contact us, request information, or do business with us, we may communicate with you about your inquiry, our products, support matters, orders, or related business topics.

If you receive marketing or outreach communications from us and no longer want them, you may request to opt out.

### Cookies and Similar Technologies

Our website may use cookies or similar technologies for basic site operation, analytics, security, and user experience. You may control certain cookie settings through your browser.

### Third-Party Services

Our website, forms, email, hosting, storage, and related systems may be supported by third-party providers. Information submitted through our website or online forms may be processed or stored using those services as part of normal business operations.



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### Your Choices

Subject to applicable law and business requirements, you may request that we:

- update inaccurate contact information
- review certain information we maintain about you
- delete information where appropriate
- stop sending non-essential marketing communications

We may keep certain information as needed for legal, operational, contractual, accounting, or recordkeeping purposes.

### Contact Us

If you have questions about this Privacy Policy or would like to make a privacy-related request, please contact:

#### Micro X-Ray

Micro X-Ray Data Retention and Privacy Advocate

administrator@microxray.com

+1-832-208-3919

### Changes to This Policy

Micro X-Ray may update this Privacy Policy from time to time. Any updates will be posted on this page with a revised effective date.