

LabTech Group Privacy Policy

Last Updated: 2025-08-04

1. Information We Collect

We (LabTech Group) collect personal data through web forms available on our official website.

Information is provided **voluntarily** by users who complete any of the following forms:

- Customer Inquiry.
- Product Inquiry.
- Newsletter Subscription.
- Website Feedback.
- Career Applications.

This Privacy Policy:

- Applies only to the LabTech website: **XXXXXXXXXX** (the “Website”).
- Does **not** apply to external websites accessed via links on our Website.
- Applies to all individuals who interact with our Website in any capacity.

2. How We Use Your Information

We use the collected personal data for the following purposes:

- To respond to user inquiries and provide customer support.
- To identify and communicate with potential customers, distributors, or partners.
- To analyze and improve our Website's content, functionality, and user experience.
- To maintain records of business leads and correspondence.

We **do not sell**, rent, or share your personal data with third parties for **marketing purposes**.

3. How We Collect Data

We collect personal data directly when you submit it via our online forms.

Currently, we **do not** use cookies or automated tracking technologies on our Website.

4. Communications with Users

We primarily communicate with users via email, using the contact information submitted through our forms. A telephone number is also provided on our Website for users who prefer to call us directly.

5. Data Security and Protection

We collaborate with a professional third-party web development agency to implement data protection measures, including:

- SSL/HTTPS encryption for secure transmission.
- Role-based access controls to restrict data access to authorized personnel.
- Regular security audits, vulnerability assessments, and software patching.

While we take reasonable and appropriate steps to protect your data, no transmission method over the internet or method of electronic storage is 100% secure.

6. International Users and Data Transfers

If you access our Website from outside the United States, please note that your personal data may be transferred to, stored in, or processed in the United States.

By submitting your personal data, you consent to this transfer and processing.

7. Legal Basis for Data Processing (For EU/UK Visitors)

For users located in the European Economic Area (EEA) or the United Kingdom, we process your personal data on the following legal bases:

- Consent – for example, when you submit a form or subscribe to a newsletter.
- Legitimate interests – to respond to inquiries and operate our business effectively.

You may withdraw your consent at any time by contacting us using the information provided in Section 11.

8. Children's Privacy

Our Website is not intended for children under the age of 13, and we do not knowingly collect personal data from them. If we become aware that we have collected data from a child without appropriate parental consent, we will promptly delete such information.

9. Your Rights

Depending on your location and jurisdiction, you may have the following rights regarding your personal data:

- To access the personal data we hold about you.
- To request correction, update, or deletion of your data.
- To withdraw consent for future communications.
- To lodge a complaint with your local data protection authority.

To exercise any of these rights, please contact us at the email below.

10. Policy Updates

We may update this Privacy Policy periodically to reflect changes in our practices, services, or legal obligations. Updates will be posted on this page with a new “Last Updated” date. We encourage you to review this policy regularly.

11. Contact Information

For questions or concerns about this Privacy Policy or your personal data, please contact us at:

LabTech Group

Email: support@labtechus.com

Phone: +1 508- 435-5500

Address: 114 South Street, Hopkinton, MA 01748, USA