

Privacy Policy

PaQ Designs LLC

Version 1.1

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This Privacy Policy explains how PaQ Designs LLC ("**PaQ**," "**we**," "**us**," or "**our**") collects, uses, discloses, retains, and protects personal information when an individual visits paqdesigns.com, contacts us, requests a quote, uploads a design file, places an order, makes a payment through our checkout, subscribes to marketing emails, or otherwise interacts with us.

PaQ primarily serves businesses but may accept selected consumer orders. When a business customer provides information about an employee, representative, or other individual, this Policy applies to that individual's personal information.

At a glance

- We collect the information needed to answer inquiries, prepare quotes, manufacture or design requested work, fulfill orders, process payments, and operate our website.
- Full payment-card credentials are handled by a third-party payment processor, not stored by PaQ.
- We use essential security logs and privacy-conscious, cookie-free analytics. We do not use advertising trackers or engage in cross-site behavioral advertising.
- We do not sell or rent personal information.
- We do not use customer CAD files or project materials to train artificial-intelligence models or for public marketing unless the customer separately authorizes the use.
- Any verified individual may request access, correction, or deletion by emailing paqdesignsllc@gmail.com.
- PaQ's website and online services are intended for adults age 18 and older in the United States.

If this summary conflicts with the detailed Policy below, the detailed Policy controls.

1. Scope

This Policy applies to personal information PaQ collects through:

- paqdesigns.com and related PaQ-hosted webpages;
- contact and quote-request forms;
- CAD, drawing, image, specification, and other project-file uploads;
- guest checkout and online payments;
- marketing-email signup forms;
- email, telephone, shipping, invoicing, and customer-support communications; and
- in-person or other business interactions related to a quote or order.

This Policy does not govern a third party's website, application, or service that operates under its own privacy policy. PaQ does not offer customer accounts through the website. Customers use guest forms and checkout without creating a PaQ username or password.

2. Personal information we collect

The information we collect depends on how an individual interacts with PaQ.

Contact and business information

We may collect a person's name, company or organization, job title, email address, telephone number, billing address, shipping address, project location, and preferred contact method.

Quote and project information

We may collect project descriptions, dimensions, specifications, material and color choices, intended-use information, deadlines, quantities, budget information, approvals, revision requests, and related communications.

Uploaded materials may include CAD models, drawings, photographs, logos, renderings, reference files, and other technical or creative materials. Those files may contain information identifying a customer, creator, employee, or other person.

Order, transaction, and fulfillment information

We may collect quote and invoice numbers, products and services ordered, pricing, deposits, payment status, transaction identifiers, billing and shipping details, tax-exemption information, carrier and tracking information, delivery confirmation, refund information, and customer-service history.

Payment information

Full payment-card information is collected and processed directly by a third-party payment processor. PaQ does not store complete card numbers, expiration dates, or card security codes. We may receive limited transaction information such as the payer's name and billing details, payment amount, payment status, transaction identifier, receipt information, card brand, and the final four digits of the card number.

The payment processor's collection and use of payment information is also governed by its own privacy policy and terms. PaQ will identify or link to the production payment processor in or near checkout when that provider is finalized.

Marketing-subscription information

When a person affirmatively subscribes, we may collect the subscriber's name, email address, signup date and source, consent record, message engagement information supplied by the email provider, and unsubscribe status. A quote request, file upload, purchase, or other business inquiry does not by itself enroll a person in marketing emails.

Website, device, and security information

Our website and infrastructure providers may automatically process information such as Internet Protocol address, approximate location derived from an IP address, browser and device type, operating system, referring page, requested URL, date and time, error data, request identifiers, and activity associated with suspected abuse, fraud, or security threats.

Cookie-free analytics information

We may use privacy-conscious analytics to understand aggregate page views, referral sources, device or browser categories, website performance, and events such as quote submissions or completed purchases. Our intended analytics configuration does not use analytics cookies, create advertising profiles, or track visitors across unrelated websites.

We do not seek to collect Social Security numbers, government-identification numbers, account passwords, complete payment-card credentials, medical records, biometric identifiers, or other regulated personal information through standard website forms. Please do not include that information in a message or uploaded project file.

3. How we collect information

We collect personal information:

- directly from the individual or business that contacts us, submits a form, uploads a file, places an order, or subscribes;
- automatically from the website, hosting, security, and analytics systems;
- from service providers involved in payments, email delivery, shipping, fraud prevention, accounting, or technical operations; and
- from a customer's authorized representative or another person acting with authority concerning a quote or order.

4. How we use personal information

PaQ may use personal information to:

- respond to questions and communicate about services;
- evaluate project requirements and prepare or revise quotes;
- review, adapt as technically necessary, design from, manufacture from, and support customer project files;
- confirm approvals and perform contracts;
- process payments, deposits, refunds, taxes, accounting, and invoices;
- manufacture, package, ship, deliver, and support orders;
- send transactional messages about quotes, orders, payments, security, or policy changes;
- send marketing emails only to individuals who affirmatively opted in;
- operate, maintain, troubleshoot, secure, and improve the website and business;
- measure website performance and aggregate conversions without advertising tracking;
- detect, investigate, and prevent fraud, abuse, malware, infringement, unlawful activity, and security incidents;
- establish, exercise, or defend legal rights and comply with legal, tax, regulatory, insurance, and recordkeeping obligations; and
- enforce PaQ's quotes, Custom Order Terms, and other agreements.

PaQ does not use customer project files or personal information to train general-purpose artificial-intelligence models. Portfolio, testimonial, case-study, and other public marketing use requires the permission stated in the applicable quote or another written authorization.

5. Cookies, essential technology, and analytics

PaQ may use strictly necessary cookies or similar technologies when required for security, fraud prevention, checkout, form operation, load balancing, or a visitor's requested functionality. These technologies are not used by PaQ for cross-site behavioral advertising.

PaQ may use Cloudflare Web Analytics or a substantially similar privacy-conscious analytics service. The analytics service is intended to measure website usage and performance without analytics cookies or visitor advertising profiles. Essential hosting and security systems may still process IP addresses and request data to deliver and protect the site.

PaQ does not use advertising cookies or sell or share personal information for cross-context behavioral advertising. Because we do not conduct that type of tracking, browser "Do Not Track" or Global Privacy Control signals do not change our practices. If our tracking practices materially change, we will update this Policy and implement any consent or opt-out mechanism required by law.

6. Customer project files

PaQ uses uploaded CAD files, drawings, specifications, images, and related materials only as reasonably necessary to evaluate, quote, perform, document, secure, and support the requested work; comply with law; or enforce the parties' agreement.

We may make working copies, technical conversions, backups, previews, or manufacturing derivatives needed to review or produce the project. Access is limited to PaQ personnel, contractors, and service providers who reasonably need the information for an authorized purpose and are subject to appropriate duties.

Standard website forms must not be used to submit regulated or highly sensitive personal information. A proposed project involving such information requires a separate review and must not proceed through the standard upload process.

Customer confidentiality, intellectual-property rights, and portfolio permissions may also be governed by an accepted quote, nondisclosure agreement, or PaQ's Custom Order Terms. If a signed project agreement provides greater confidentiality protection, that agreement controls for the covered information.

7. When we disclose personal information

PaQ may disclose personal information only in the following circumstances.

Necessary service providers

We may provide information to vendors and contractors that perform necessary services for PaQ, such as website hosting, cloud storage, cybersecurity, form processing, email delivery, marketing-list administration, payment processing, accounting, tax support, shipping, delivery, backup, and technical support.

Service providers receive only the information reasonably needed for their function and may process information under their own terms and privacy policies. PaQ selects and manages providers with regard to the nature of the information and the service involved.

Legal, safety, fraud, and rights protection

We may preserve or disclose information when reasonably necessary to comply with law, regulation, subpoena, court order, or lawful government request; investigate or prevent fraud, abuse, infringement, security incidents, or unlawful conduct; protect the safety, rights, property, or security of PaQ, a customer, or another person; enforce an agreement; or establish, exercise, or defend a legal claim.

PaQ does not sell or rent personal information. PaQ does not disclose personal information to marketing or advertising partners for their independent use, and does not share personal information for cross-context behavioral advertising.

8. Retention

PaQ keeps personal information only as long as reasonably needed for the purposes described in this Policy, subject to legal, tax, accounting, contractual, insurance, security, backup, and dispute requirements.

Our normal retention targets are:

- **Unaccepted or abandoned quotes:** uploaded files and related quote materials are deleted or de-identified 90 days after the last activity if the quote does not become an order.
- **Completed-order project files:** CAD files, specifications, revisions, and production materials are normally retained for three years after completion to support the order and possible repeat production.
- **Financial and business records:** invoices, transaction records, tax records, consent records, contracts, and dispute documentation are kept for the period required by law or reasonably necessary for PaQ's accounting, insurance, audit, and legal needs.
- **Marketing records:** subscription information is retained while a person remains subscribed. After an unsubscribe request, PaQ may retain a limited suppression record so the address is not inadvertently added again.
- **Security and diagnostic records:** logs are retained according to security needs, provider configurations, and applicable legal requirements.

Deletion from active systems may not immediately remove information from encrypted backups. Backup copies are isolated from ordinary use and removed through the normal backup-rotation process unless preservation is legally required.

PaQ may retain information longer when reasonably necessary for an active order, warranty or support issue, investigation, legal hold, dispute, fraud prevention, or compliance obligation. When retention is no longer justified, we delete, de-identify, or securely dispose of the information.

9. Marketing choices

PaQ sends marketing emails only to people who affirmatively opt in. Each marketing email will provide a clear method to unsubscribe. PaQ will honor an unsubscribe request as soon as reasonably practicable and no later than 10 business days after receiving it.

Unsubscribing from marketing does not stop transactional or relationship messages that are necessary to respond to a request, administer an order, provide a receipt, deliver a service notice, or communicate important security or policy information.

10. Privacy requests and individual rights

Any individual may submit a verified request to:

- know whether PaQ maintains personal information about that individual;
- access or receive a reasonable copy of that information;

- correct inaccurate personal information; or
- delete personal information.

Send a request to paqdesignsllc@gmail.com with the subject line "**Privacy Request.**" Please identify the nature of the request and the PaQ interaction, quote, or order involved. Do not send additional sensitive information unless PaQ specifically requests it through an appropriate method.

PaQ may take reasonable steps to verify the requester's identity and authority. An authorized agent may submit a request when the agent provides reasonable evidence of authority and PaQ can verify the individual as needed.

PaQ will normally respond to a verified request within 45 calendar days. If additional time is reasonably necessary, PaQ will provide notice and an estimated response date when required or appropriate.

A request may be denied or limited when necessary to protect another person's information or PaQ's security; complete an active order; detect or prevent fraud; preserve evidence; comply with law, tax, accounting, insurance, contractual, or recordkeeping duties; establish or defend legal claims; or exercise another lawful exception. PaQ will explain a material denial when legally permitted.

PaQ will not discriminate against an individual for making a good-faith privacy request. Depending on the person's state of residence, additional rights or appeal procedures may apply. PaQ will honor applicable nonwaivable rights.

11. Data security and incident response

PaQ uses reasonable administrative, technical, and physical safeguards appropriate to the nature of the information, including access restrictions and security measures supplied by our infrastructure and payment providers. No website, transmission, storage system, or security measure is completely secure, so PaQ cannot guarantee absolute security.

If PaQ determines that a security incident requires notice under applicable law, PaQ will provide the required notice without unreasonable delay and will take reasonable steps to investigate, contain, and remediate the incident.

12. Adults only

PaQ's website, quote process, and online services are intended for adults age 18 and older. We do not knowingly collect personal information from minors through the website. If a parent, guardian, or other person believes a minor submitted personal information, contact us at paqdesignsllc@gmail.com so we can review and, when appropriate, delete it.

13. United States service

PaQ's website and online services are intended for customers and visitors in the United States. PaQ is based in Pennsylvania, and personal information may be processed in the United States and in other locations where necessary service providers operate. A person accessing the website from outside the United States understands that the information may be transferred to and processed in those locations, subject to applicable law.

14. Third-party links and services

The website may link to a payment processor, shipping carrier, social platform, or other third-party website or service. PaQ does not control and is not responsible for a third party's independent privacy or security practices. Review the third party's privacy policy before providing information directly to it.

15. Changes to this Policy

PaQ may update this Policy when its services, providers, or legal obligations change. The revised version will be posted with a new effective date. If a change materially expands how previously collected personal information may be used or disclosed, PaQ will provide additional notice or obtain consent when appropriate or required by law. PaQ will not apply a materially broader use retroactively when doing so would be unlawful or deceptive.

16. Governing law and venue

To the extent permitted by applicable law, Pennsylvania law governs this Policy and any claim or dispute arising out of or relating to this Policy, without regard to conflict-of-law principles. Any lawsuit arising out of or relating to this Policy must be brought in an appropriate state or federal court serving Allegheny County, Pennsylvania, except where applicable law requires otherwise.

This provision does not limit any privacy or consumer right, remedy, or means of enforcement that applicable law does not permit to be waived or limited, including any right to bring a claim in another jurisdiction or to submit a complaint to a government authority. This Policy does not require arbitration.

17. Contact PaQ

Questions, privacy requests, and concerns about this Policy may be sent to:

PaQ Designs LLC

Green Tree Borough, Pennsylvania

Email: paqdesignsllc@gmail.com

Website: paqdesigns.com