

# Privacy Policy

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## Introduction

Elastagen regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Elastagen users, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact us.

## Collection of Information

Correspondence may be collected and stored, particularly in regard to sales, support and accounts, including Email. Any information collected by Elastagen is collected via correspondence from you or your company. This may be via the telephone, Email, mail, fax or directly through our website.

The security of your personal information is important to us. Elastagen will never request any credit card details of our customers. If you have any questions about security on our Website, you can email us at [info@elastagen.com](mailto:info@elastagen.com).

## Use of Collection Information

Any details collected by Elastagen is required in order to provide our customers with our products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references.

## Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at [info@elastagen.com](mailto:info@elastagen.com).

## Orders

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name, Email, and postal address). We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

## Communications

Elastagen uses personally identifiable information for essential communications, such as Emails, accounts

information, and critical service details. We may also use this information for other purposes, including some promotional Emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at [info@elastagen.com](mailto:info@elastagen.com). You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

## Third Parties

Elastagen may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose. Elastagen does not share any information with third parties for any unknown or unrelated uses.

## Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

## Links

Links on the Elastagen site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of [www.elastagen.com](http://www.elastagen.com).

## Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by Email, or by means of a notice on our homepage.

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