

Privacy Policy

Effective Date: September 1, 2026

Last Updated: September 1, 2026

At **Crimson Grid Technologies** ("we," "our," or "us"), we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (**crimsongrid.tech**), drop off hardware for repair, use our consultation services, or otherwise interact with us.

Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the site or use our services.

1. Information We Collect

We may collect information about you in a variety of ways when you interact with our business:

- **Personal Information You Provide:** When you request a quote, schedule a repair, drop off e-waste, or contact us via our website or phone, you may provide us with:
 - Name
 - Contact information (email address, phone number, physical address/service location)
 - Device details (make, model, serial numbers, passwords/passcodes necessary for testing repairs)
 - Business or billing information (if applicable)
- **Automatically Collected Information:** When you visit our website, our servers may automatically collect standard technical information, such as your IP address, browser type, operating system, access times, and the pages you viewed directly before and after accessing the site.

2. How We Use Your Information

Having accurate information allows us to provide you with a smooth, efficient, and safe experience. We may use information collected about you to:

- Communicate with you regarding repair updates, estimates, or service inquiries.
- Process transactions and manage your device service records.

- Perform data wipes, storage destruction, or hardware diagnostics as explicitly requested by you.
- Improve our website, offerings, and customer service operations.
- Comply with legal obligations or resolve disputes.

3. Handling of Customer Devices and Data

- **Data Backups:** You are strongly encouraged to back up all data on your devices before bringing them in for repair. Crimson Grid Technologies is not liable for any data loss that may occur during diagnostics or repairs.
- **Passwords & Access:** We may require device credentials (passwords, PINs) solely for the purpose of testing functionality before and after a repair. These are kept strictly confidential and are destroyed or no longer referenced once the service is completed.
- **Data Wiping & E-Waste:** For devices submitted for secure data wiping or free e-waste recycling, we take commercially reasonable steps to securely destroy or wipe remaining data in accordance with your instructions.

4. Disclosure of Your Information

We do not sell, trade, or rent your personal information to third parties. We may share information only in the following limited circumstances:

- **Service Providers:** With trusted vendors or tool providers who assist us in operating our website or business (subject to confidentiality obligations).
- **Legal Requirements:** If required to do so by law, court order, or governmental regulation, or to protect the rights, property, or safety of Crimson Grid Technologies, our customers, or others.

5. Security of Your Information

We use administrative, technical, and physical security measures to help protect your personal information and device data. While we have taken reasonable steps to secure the information you provide to us, please be aware that no security measures are impenetrable, and no method of data transmission can guarantee against interception.

6. Children's Privacy

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children under 13. If you become aware that a child has provided us with personal information, please contact us directly.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will post any changes on this page and update the "Last Updated" date. Your continued use of our website or services after changes are posted constitutes your acceptance of those changes.

8. Contact Us

If you have questions, comments, or concerns about this Privacy Policy, please reach out to us through our website at crimsongrid.tech/contact or directly via our listed regional contact methods for Northeastern Colorado and the Denver Metro Area.