

1. Introduction

The Protech Group ("we", "our", "us") respects your privacy and is committed to protecting your personal data.

This Privacy Statement explains how we collect, use, store, and protect your information when you visit our global website, www.theprotechgroup.com, or interact with us through other online channels.

This policy applies globally, in compliance with applicable data protection laws including the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA/CPRA), and PIPEDA.

2. Definitions

- Personal Data: Any information relating to an identified or identifiable natural person.
- Processing: Any operation performed on personal data, such as collection, storage, use, or disclosure.
- Data Controller: The entity that determines the purposes and means of processing personal data.

3. Information We Collect

We may collect the following types of information:

a. Information You Provide Directly:

- Name, email address, phone number, job title, company name
- Inquiries or messages submitted via our contact forms
- Information provided when subscribing to newsletters or creating accounts

b. Information Collected Automatically:

- IP address, browser type, operating system, device identifiers
- Date and time of access, pages viewed, referring/exit URLs
- Cookies, web beacons, and similar tracking technologies

c. Information from Third Parties:

- Publicly available business contact details
- Data from marketing partners or industry events (with consent where required)

4. Legal Bases for Processing (GDPR)

We process your personal data under the following legal bases:

- Consent (e.g., marketing communications)
- Performance of a contract (e.g., fulfilling your requests)
- Legitimate interests (e.g., website security, analytics)

- Legal obligations (e.g., compliance with regulatory requirements)

5. Use of Your Information

We use the collected information to:

- Provide and improve our products and services
- Respond to your inquiries and requests
- Personalize website content and marketing
- Conduct analytics and measure website performance
- Comply with legal obligations and enforce our terms

6. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required by law.

7. Sharing and Transfers of Data

We may share your personal data with:

- Affiliates and subsidiaries within The Protech Group
- Service providers (e.g., hosting, analytics, marketing)
- Regulatory authorities if legally required

When transferring data internationally, including outside the EU/EEA, we ensure appropriate safeguards (e.g., Standard Contractual Clauses under GDPR).

8. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance website functionality, analyze traffic, and improve user experience.

You may manage cookie preferences via your browser settings. See our Cookie Policy for details.

9. Data Security

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, alteration, disclosure, or destruction.

10. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal data
- Rectify inaccuracies
- Request erasure ("right to be forgotten")
- Restrict or object to processing
- Data portability
- Withdraw consent at any time

To exercise these rights, contact us at privacy@theprotechgroup.com. We may require proof of identity before fulfilling your request.

11. Children's Privacy

We do not knowingly collect personal data from individuals under 18. If we become aware that such data has been collected, we will promptly delete it.

12. Changes to This Privacy Statement

We may update this Privacy Statement periodically. Changes will be posted on this page with the updated effective date.

13. Contact Us

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