

ASTARINABOT's Privacy Policy

1. INTRODUCTION

Welcome to AstarInabot. AstarInabot respects your privacy and is committed to protecting your personal data. This Privacy Policy explains what information may be collected when you use the website, request a quotation, contact the business, place an order, upload files, or otherwise interact with the services.

This Privacy Policy applies to www.astarinabot.com, related communication channels, and services operated by AstarInabot. It should be read together with the Terms of Service and any other policies published on the website.

2. INFORMATION COLLECTED

Depending on how you interact with the business, the following types of information may be collected:

- Name, email address, phone number, billing address, shipping address, and other contact details.
- Order details, quotation requests, project specifications, payment-related information, and transaction records.
- Uploaded content and files, including 3D models, CAD files, reference images, textures, digital assets, and other project materials submitted for printing, design, or digital asset creation.
- Communications sent by email, contact forms, social media, messaging apps, or customer support channels.
- Technical and usage data such as browser type, device type, operating system, IP address, language preference, referring site, pages visited, and date and time of access.
- Cookie and analytics information where cookies or similar technologies are used.

3. HOW INFORMATION IS USED

Personal data may be used for purposes including:

- Responding to quotation requests, inquiries, and support requests.

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- Processing and managing orders for 3D printing, digital assets, design work, and related services.
- Reviewing submitted files and specifications in order to provide quotations, manufacturing, prototyping, modelling, or other agreed services.
- Processing payments, issuing invoices, arranging shipping, and delivering goods or digital files.
- Communicating with customers about projects, revisions, updates, order status, and service-related matters.
- Improving website performance, usability, customer support, and business operations.
- Detecting fraud, misuse, unlawful activity, security incidents, or breaches of the Terms of Service.
- Complying with legal obligations, regulatory requirements, record-keeping duties, and lawful requests from authorities.

4. LEGAL BASIS AND FAIR PROCESSING

Personal data is collected and processed only where there is a legitimate business purpose, a contractual need, legal compliance requirement, customer request, or other lawful basis under applicable law. Where consent is required for a specific activity, consent will be requested through the appropriate method.

5. CUSTOMER FILES AND UPLOADED CONTENT

Because AstarInabot provides 3D printing, digital modelling, and digital asset services, customers may upload or transmit files such as STL, OBJ, FBX, textures, renders, reference images, CAD files, or other project materials.

Such files may be stored, reviewed, processed, modified, or converted to the extent reasonably necessary to provide quotations, production, revisions, customer support, troubleshooting, and agreed services. Customers remain responsible for ensuring they have the legal right to submit such files and that the files do not infringe third-party rights or violate applicable law.

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6. SHARING OF INFORMATION

Personal data may be shared only where reasonably necessary for business operations, including with:

- Payment processors, banks, e-wallet providers, and invoicing services.
- Couriers, shipping providers, fulfillment partners, and logistics services.
- Website hosting providers, cloud storage providers, analytics providers, email services, and other technology vendors.
- Professional advisers such as accountants, lawyers, insurers, and auditors where necessary.
- Government bodies, regulators, courts, or law enforcement where disclosure is required by law or necessary to protect legal rights.

Personal data is not sold to third parties.

7. COOKIES AND SIMILAR TECHNOLOGIES

The website may use cookies, pixels, analytics tools, or similar technologies to improve functionality, remember preferences, analyse traffic, enhance user experience, and support site performance.

What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites function properly, improve user experience, analyse website traffic, and support marketing activities.

Cookies may include:

- **Session cookies**, which are deleted when the browser is closed.
- **Persistent cookies**, which remain until they expire or are deleted.

Most browsers allow cookies to be accepted, rejected, or deleted. Disabling cookies may affect some website features.

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8. DATA RETENTION

Personal data is retained only for as long as reasonably necessary for the purposes described in this Privacy Policy, including order fulfillment, customer support, legal compliance, dispute resolution, fraud prevention, and business record-keeping.

Project files, communications, order records, and related materials may be kept for a reasonable period unless deletion is required by law or specifically requested and legally permissible.

9. SECURITY

Reasonable technical and organisational measures are used to protect personal data against unauthorized access, alteration, disclosure, loss, or misuse. However, no method of transmission over the internet or method of electronic storage is completely secure, and absolute security cannot be guaranteed.

10. EXTERNAL LINKS AND THIRD-PARTY SERVICES

The website or communications may contain links to third-party websites, tools, marketplaces, payment providers, or services that are not controlled by AstarInabot. This Privacy Policy does not apply to the privacy practices of those third parties, and users should review their separate privacy policies and terms.

11. INTERNATIONAL TRANSFERS

Where cloud services, hosting providers, email platforms, analytics tools, or other service providers operate outside the Philippines, personal data may be stored or processed in other countries. Reasonable steps will be taken to ensure that any such transfer is handled with appropriate safeguards and in accordance with applicable law.

12. RIGHTS OF USERS

Subject to applicable law, users may have rights to:

- request access to personal data;
- request correction of inaccurate or incomplete personal data;
- request deletion of personal data where appropriate;
- object to or request restriction of certain processing;
- withdraw consent where processing is based on consent; and
- request information about how personal data is used.

Requests may be submitted using the contact details listed below. Verification may be required before a request is processed.

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13. CHILDREN'S PRIVACY

The services are not intended for children without appropriate supervision. Personal data is not knowingly collected from children in a manner that violates applicable law. If it is believed that personal data has been provided by a child inappropriately, contact should be made so that the matter can be reviewed.

14. AGGREGATED STATISTICS

Aggregated or anonymised statistics may be used for analytics, reporting, or business improvement, without disclosing personally identifying information.

15. PRIVACY POLICY CHANGES

This Privacy Policy may be updated from time to time to reflect changes in law, business operations, technology, or website functionality. The updated version will be posted on the website with the revised effective date.

Continued use of the website or services after updates are published may constitute acceptance of the revised policy where permitted by law.

16. CONTACT US

For questions, concerns, privacy requests, or complaints regarding this Privacy Policy or the handling of personal data, contact:

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