Privacy Policy

ARTEQ Stage Technologies LLC | Last Updated: August 2026

ARTEQ Stage Technologies LLC (“ARTEQ,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how we collect, use, disclose, and protect personal information when you visit our website, place an order, contact us, request information, apply to become a dealer, subscribe to communications, or otherwise interact with ARTEQ.

1. Information We Collect

Depending on how you interact with ARTEQ, we may collect the following categories of personal information.

Contact Information

This may include:

• name;
• company name;
• job title;
• email address;
• telephone number;
• billing and shipping address;
• country or region.

Order and Transaction Information

When you submit or place an order, we may collect:

• products and quantities ordered;
• order and invoice information;
• billing and shipping information;
• transaction history;
• shipping and delivery information;
• tax or customs-related information where required;
• communications relating to the order.

Payment Information

Payments may be processed by third-party payment service providers or financial institutions.

Depending on the payment method, ARTEQ may receive limited payment-related information, such as payment status, transaction reference, billing details, or the last digits of a payment method.

ARTEQ does not necessarily receive or store complete payment card information when payment is processed by a third-party payment provider.

Communications and Support Information

When you contact us, we may collect information contained in your communications, including:

• emails and contact form submissions;
• sales inquiries;
• technical support requests;
• warranty and return requests;
• photographs and videos submitted for troubleshooting or warranty purposes;
• product serial numbers;
• information about product installation and operation.

Dealer and Business Information

If you contact us regarding becoming an authorized dealer, distributor, partner, or other business relationship, we may collect information about you and your organization, including:

- company and contact details;
- website;
- geographic market;
- business activities;
- sales channels;
- relevant experience;
- information provided as part of your application or correspondence.

Website and Technical Information

When you use our website, certain information may be collected automatically, including:

- IP address;
- browser type;
- device type;
- operating system;
- referring website;
- pages viewed;
- approximate geographic location derived from IP address;
- date and time of access;
- website interaction and usage information;
- cookie and similar technology identifiers.

The specific information collected depends on the technologies and services used by our website.

2. How We Use Personal Information

We may use personal information to:

- process, review, confirm, and fulfill orders;
- provide quotations and invoices;
- process or verify payments;
- arrange shipping and delivery;
- communicate regarding orders;
- provide customer and technical support;
- diagnose product issues remotely;
- administer returns, repairs, and warranty claims;
- respond to inquiries and requests;
- evaluate dealer, distributor, and business partnership applications;
- maintain customer and business records;
- improve our products, services, website, and customer experience;
- maintain the security and functionality of our website;
- prevent fraud, misuse, and other unlawful activity;
- comply with legal, tax, accounting, customs, and regulatory obligations;
- establish, exercise, or defend legal claims;
- send marketing communications where permitted by applicable law.

3. Legal Bases for Processing

Where applicable data protection law requires a legal basis for processing personal information, ARTEQ may rely on one or more of the following:

• performance of a contract or taking steps at your request before entering into a contract;
• legitimate interests, such as operating our business, providing customer support, improving our services, protecting our business, and communicating with business customers;
• consent, where required;
• compliance with legal obligations.

The legal basis used will depend on the nature of the information and the purpose for which it is processed.

4. How We Share Personal Information

ARTEQ does not sell personal information in the ordinary meaning of the term.

We may share personal information where reasonably necessary with service providers and other parties that assist us in operating our business, including:

• payment processors and financial institutions;
• shipping carriers and freight forwarders;
• customs brokers and customs authorities;
• warehouse and fulfillment providers;
• authorized service and repair providers;
• website hosting and technology providers;
• email and communications providers;
• analytics and website service providers;
• professional advisers, including lawyers, accountants, insurers, and consultants.

These parties may receive only the information reasonably necessary to perform the relevant service, subject to applicable legal and contractual requirements.

We may also disclose personal information where required by law, regulation, court order, governmental request, or where reasonably necessary to protect ARTEQ, our customers, or others.

5. International Data Transfers

ARTEQ operates internationally, and our customers, service providers, fulfillment partners, and business partners may be located in different countries.

As a result, personal information may be processed or transferred outside the country in which it was originally collected, including to the United States and other countries.

Where required by applicable law, ARTEQ will use appropriate safeguards for international transfers of personal information.

6. Cookies and Similar Technologies

Our website may use cookies and similar technologies to:

• enable essential website functionality;
• remember user preferences;
• understand how visitors use the website;
• measure website performance;
• improve website functionality and user experience;
• support analytics and, where applicable, marketing activities.

Some cookies may be necessary for the website to function properly, while others may be optional.

Where required by applicable law, we will request consent before placing non-essential cookies or similar technologies.

Users may also be able to manage cookie preferences through our website's cookie settings or through their browser settings.

Additional information may be provided in a separate Cookie Policy or cookie preference interface.

7. Marketing Communications

Where permitted by applicable law, ARTEQ may send customers and business contacts information about products, technical updates, company news, events, promotions, or other relevant communications.

Where consent is required, marketing communications will be sent only after the appropriate consent has been obtained.

You may unsubscribe from marketing emails at any time by using the unsubscribe option provided in the communication or by contacting ARTEQ.

Unsubscribing from marketing communications will not prevent us from sending transactional or service-related communications, such as order confirmations, shipping information, warranty communications, or responses to your requests.

8. Data Retention

ARTEQ retains personal information only for as long as reasonably necessary for the purposes for which it was collected, including to:

• fulfill orders and provide customer support;
• maintain warranty and service records;
• comply with tax, accounting, customs, and other legal obligations;
• maintain appropriate business records;
• resolve disputes;
• establish, exercise, or defend legal claims.

Retention periods may vary depending on the type of information, the nature of the relationship, and applicable legal requirements.

When personal information is no longer reasonably required, we may delete, anonymize, or otherwise securely dispose of it.

9. Data Security

ARTEQ uses reasonable administrative, technical, and organizational measures designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure.

However, no website, electronic transmission, or storage system can be guaranteed to be completely secure.

10. Your Privacy Rights

Depending on where you live and applicable law, you may have certain rights regarding your personal information, which may include the right to:

• request access to personal information we hold about you;
• request correction of inaccurate information;
• request deletion of personal information;
• object to or restrict certain processing;
• withdraw consent where processing is based on consent;
• request portability of certain personal information;

• opt out of certain marketing communications;
• exercise other rights provided by applicable privacy laws.

These rights may be subject to legal exceptions and verification requirements. To exercise a privacy right, please contact ARTEQ using the contact information provided below.

We may request information reasonably necessary to verify your identity and process your request.

11. European Economic Area and United Kingdom

If you are located in the European Economic Area ("EEA") or United Kingdom, you may have additional rights under applicable data protection laws, including the General Data Protection Regulation ("GDPR") or UK GDPR.

Where applicable, you may have the right to lodge a complaint with the competent data protection supervisory authority in your country.

We encourage you to contact ARTEQ first if you have questions or concerns about how we process your personal information.

12. United States Privacy Rights

Residents of certain U.S. states may have additional privacy rights under applicable state privacy laws.

Depending on the law and circumstances, these rights may include access, correction, deletion, portability, or the ability to opt out of certain uses or disclosures of personal information.

ARTEQ will respond to valid privacy requests as required by applicable law.

Nothing in this Privacy Policy is intended to limit rights provided by applicable law.

13. Children's Privacy

Our website, products, and services are intended for businesses, professionals, and adult customers and are not directed to children.

ARTEQ does not knowingly collect personal information from children through the website in circumstances prohibited by applicable law.

If you believe that a child has provided personal information to us improperly, please contact us.

14. Third-Party Websites and Services

Our website may contain links to third-party websites or use third-party services.

ARTEQ is not responsible for the privacy practices of third parties operating independently from us.

We encourage users to review the privacy policies of third-party websites and services they use.

15. Business Transfers

If ARTEQ is involved in a merger, acquisition, financing, reorganization, sale of assets, or similar business transaction, personal information may be disclosed or transferred as part of that transaction, subject to applicable law.

16. Changes to This Privacy Policy

ARTEQ may update this Privacy Policy from time to time to reflect changes in our business, website, services, technology, or applicable legal requirements.

The updated version will be posted on our website with a revised Last Updated date.

Where required by applicable law, we will provide additional notice or obtain consent for material changes.

17. Contact Us

For questions about this Privacy Policy or requests relating to your personal information, please contact:

ARTEQ Stage Technologies LLC

Email: contact@arteqstage.com
Website: arteqstage.com

If required by applicable law, additional privacy contact information will be provided on our website.