

Privacy Policy

Effective Date: July 2, 2026

Privacy Policy for Cole's Additive Manufacturing

Cole's Additive Manufacturing ("we," "our," or "us") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains what information we collect, how we use it, how we protect it, and your rights regarding your information when you visit our website or use our services.

By using our website or requesting our services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

Personal Information

When you contact us, request a quote, place an order, or communicate with us, we may collect:

- Full name
- Company name
- Email address
- Phone number
- Billing address
- Shipping address
- Payment information (processed securely through third-party payment providers)
- Project details
- Uploaded CAD files, STL files, STEP files, drawings, specifications, and related documents

Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Operating system
- Pages visited
- Time spent on the website
- Referral source
- Cookies and similar technologies

2. How We Use Your Information

We use your information to:

- Provide 3D printing and manufacturing services
- Prepare quotes
- Process orders
- Ship products
- Respond to customer inquiries
- Improve our website and services
- Send project updates
- Provide customer support
- Prevent fraud and unauthorized activity
- Comply with legal obligations

We only collect information reasonably necessary to provide our services.

3. Design Files and Intellectual Property

Customers retain ownership of the design files they submit unless otherwise agreed in writing.

Uploaded files may include:

- STL files
- STEP files
- CAD models
- Engineering drawings
- Technical specifications

These files are used solely for:

- Quoting
- Manufacturing
- Quality inspection
- Customer support

We do not sell customer files.

We will not reproduce, distribute, or manufacture customer designs for third parties without authorization unless required by law.

Customers are responsible for ensuring they have the legal rights to manufacture any submitted design.

4. Confidentiality

We understand many customer projects are proprietary.

Reasonable administrative, technical, and physical safeguards are used to protect submitted files and confidential business information.

If requested, we are willing to discuss signing a Non-Disclosure Agreement (NDA) before reviewing confidential projects.

5. Payment Information

Payment information is processed through secure third-party payment providers.

Cole's Additive Manufacturing does not store complete credit card numbers or sensitive payment credentials on its own servers.

6. Cookies

Our website may use cookies to:

- Improve website functionality
- Remember user preferences
- Analyze website traffic
- Improve customer experience

You may disable cookies through your browser settings, although some website features may not function properly.

7. Analytics

We may use website analytics services to better understand how visitors use our website.

These services may collect anonymous information such as:

- Pages viewed
- Device type
- Browser
- Geographic region
- Time spent on the website

This information is used only to improve our services.

8. Sharing Information

We do not sell or rent personal information.

We may share information only when necessary with trusted service providers, including:

- Shipping carriers
- Payment processors
- Website hosting providers
- Cloud storage providers
- IT service providers

These providers are only given the information necessary to perform their services.

We may also disclose information if required by law or legal process.

9. Data Security

We use commercially reasonable safeguards designed to protect your information from unauthorized access, disclosure, alteration, or destruction.

However, no internet transmission or electronic storage system can be guaranteed to be 100% secure.

10. Data Retention

We retain customer information only as long as reasonably necessary to:

- Complete orders
- Provide support
- Maintain business records
- Meet legal and tax requirements
- Resolve disputes

Design files may be retained to support reorders unless the customer requests deletion, subject to legal or contractual obligations.

11. Your Rights

Depending on where you live, you may have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of your information where applicable
- Object to certain processing activities
- Request a copy of your personal information
- Withdraw consent where processing is based on consent

To exercise these rights, please contact us using the information below.

12. Children's Privacy

Our services are intended for businesses and adults.

We do not knowingly collect personal information from children under the age of 13.

If we become aware that personal information has been collected from a child without appropriate consent, we will take reasonable steps to delete that information.

13. Third-Party Links

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of those websites.

We encourage users to review the privacy policies of any third-party websites they visit.

14. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Any changes will be posted on this page with an updated Effective Date.

Continued use of our website after changes become effective constitutes acceptance of the revised Privacy Policy.

15. Contact Us

If you have questions regarding this Privacy Policy or our privacy practices, please contact:

Cole's Additive Manufacturing

Email: matthew@colesadditivemanufacturing.com

Website: <https://colesadditivemanufacturing.com>