Privacy Policy | OnTech Miami

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1. Who we are

LACE Miami, LLC, doing business as OnTech Miami, operates ontechmiami.com. This policy explains how we handle information related to website visits, quote requests, and wholesale orders. Our address is 7450 NW 74th Ave, Unit 519, Medley, FL 33166, United States.

2. Information we receive

When you request a quote or contact us by email or WhatsApp, we receive the information you provide, such as your name, company, contact details, and information about the equipment you need. If you place an order, we may also receive billing information, payment confirmations, pickup or delivery instructions, and commercial or tax documents needed for the transaction. If you submit a claim, we may receive equipment details, photos, videos, and related communications.

3. How we use information

We use it to respond to inquiries, prepare quotes, confirm and invoice orders, coordinate delivery in Miami, handle warranty and return requests, maintain business records, prevent fraud, and comply with legal obligations.

4. Who we share information with

We may share necessary information with providers that help us host the website, receive forms, manage communications, operate the catalog and manage quotes, process payments, or maintain business records. If you designate a freight forwarder, we may share the information needed to identify and deliver your order in Miami. We may also disclose information when required by law. When you use external services, such as the Nextar catalog or WhatsApp, those services handle the information they receive under their own policies.

Our providers include Netlify (website hosting), Meta Platforms (advertising pixel, Section 5), Nextar (catalog and quotes), WhatsApp (customer communications), and our email provider.

We do not sell your personal information to third parties, nor do we share it for targeted advertising, except as described in Section 5 regarding the Meta Pixel.

The information you provide is processed in the United States, where we operate, and may be transferred to the providers listed in Section 4, some of which operate in other countries.

5. Cookies and the Meta Pixel

We use the Meta Pixel to measure website visits and the performance of our Facebook and Instagram ads. When you load a page containing the pixel, your browser may send Meta a record of the visit even if you do not request a quote. This information may include the page

URL and title, language, time of the visit, referring page if available, technical information about your browser or device, and a cookie-associated browser identifier. Meta may also receive your IP address when it receives the request. The pixel may transmit an encoded version of the public business phone number shown on the site.

You can manage cookies through your browser settings and adjust your advertising preferences through your Meta account. See Meta's Privacy Policy (https://www.facebook.com/privacy/policy/) for information on how Meta uses the information it receives.

6. Retention and security

We retain quote requests for 12 months; order, invoice, and claim documentation for 7 years or as required by applicable tax law; and warranty-related communications for one year after the claim is resolved. After those periods, we delete or anonymize the information. We use reasonable measures to protect it. Do not send passwords, full card numbers, or security codes through the form, email, or WhatsApp.

7. Privacy requests

Email **sales@ontechmiami.com** with the subject "Privacy" to ask how we handle your information or to request access, correction, or deletion where applicable. We may ask you to verify your identity and may retain information we are required to keep by law or need to resolve an order or claim.

8. Minors

Our services are directed exclusively to businesses and not to minors. We do not knowingly collect information from anyone under 18.