Privacy Policy

Colborne Foodbotics

Colborne Foodbotics (“Colborne Foodbotics,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you share with us.

This Privacy Policy explains how we collect, use, disclose, and protect information when you visit our website, contact our team, request information about our equipment and services, or communicate with us by email, telephone, or SMS.

By using our website or communicating with us, you acknowledge the practices described in this Privacy Policy.

1. Information We Collect

We may collect personal information that you voluntarily provide when interacting with our website or communicating with our team.

This information may include:

- Full name
- Company name and job title
- Business email address
- Telephone or mobile phone number
- Business address
- Product or equipment inquiries
- Project requirements and technical specifications
- Information submitted through contact forms or quotation requests
- Email correspondence and other business communications
- SMS messages and related consent information

We may also collect certain technical information automatically when you visit our website, such as your IP address, browser type, device information, pages visited, and general website usage information, depending on the technologies operating on the website.

2. How We Use Your Information

Colborne Foodbotics uses personal information for legitimate business purposes, including:

- Responding to inquiries and requests for information
- Providing equipment specifications, quotations, and product information
- Communicating with customers and prospective customers
- Providing technical assistance and customer support
- Managing business relationships and ongoing projects
- Scheduling meetings, demonstrations, and service appointments
- Improving our website, products, and customer experience
- Maintaining business records
- Protecting our website and systems
- Complying with applicable legal obligations

We use personal information only for purposes consistent with the reason it was collected, or as otherwise permitted by applicable law.

3. SMS and Text Messaging Privacy

Colborne Foodbotics uses SMS messaging exclusively for customer-requested, conversational, and business-related communications.

We do not use our SMS messaging program to send marketing campaigns, unsolicited promotional messages, or mass advertising texts.

We may communicate by SMS when:

- A customer initiates a text message conversation with us.
- A customer requests during a telephone conversation that specific information be sent by text.
- A customer explicitly consents through a website form to receive text messages related to an inquiry.
- A customer requests that an existing business or customer-service conversation continue by text.

These messages may contain requested contact details, email addresses, equipment information, documents, scheduling details, technical assistance, or other information relevant to the customer's request.

SMS Consent and Information Sharing

We respect the privacy of your mobile information and SMS consent.

We do not sell or share your SMS opt-in data or personal information with third parties for marketing purposes.

Mobile phone numbers, SMS opt-in information, and messaging consent records will not be shared with third parties or affiliates for their marketing or promotional purposes.

We may use authorized service providers to facilitate the technical delivery of requested SMS communications, subject to appropriate confidentiality and data protection obligations.

SMS consent is not transferred to other businesses for independent messaging or marketing purposes.

SMS Message Frequency

Message frequency varies depending on your inquiries and the information you request.

Colborne Foodbotics does not send regularly scheduled marketing text messages through this SMS program.

Message and data rates may apply.

SMS Opt-Out

You may opt out of SMS communications at any time by replying **STOP** to a message from Colborne Foodbotics.

You may receive a confirmation message acknowledging your request.

For assistance, reply **HELP** or contact us at **847-371-0101**.

Consent to receive SMS messages is voluntary and is not a condition of purchasing products or services.

For additional information, please review our SMS Terms of Use.

4. Website Contact Forms and Business Inquiries

When you submit a contact form, request a quotation, or inquire about our equipment and services, we may collect the information necessary to respond to your request.

This may include your name, company, email address, telephone number, and details about your packaging or automation requirements.

We use this information to respond to inquiries, prepare quotations, provide requested information, and maintain relevant business communications.

Providing your telephone number through a general contact form does not automatically constitute consent to receive SMS marketing messages.

Where SMS consent is requested through a website form, it will be presented separately and will remain optional.

5. Cookies and Website Analytics

Our website may use cookies and similar technologies to support website functionality, understand visitor interactions, and improve website performance.

Depending on the technologies enabled, these may include:

- Essential cookies required for website functionality
- Analytics cookies used to understand website traffic and performance
- Preference cookies that remember certain visitor settings
- Third-party cookies associated with embedded website content or services

You can manage or disable cookies through your browser settings. Disabling certain cookies may affect website functionality.

Where applicable law requires consent for nonessential cookies, we will obtain that consent before activating them.

6. How We Share Information

Colborne Foodbotics does not sell personal information to third parties.

We may disclose personal information when reasonably necessary for legitimate business operations, including to:

- Authorized technology and website service providers
- Email, telecommunications, and business communication service providers
- Professional advisers providing legal, accounting, or other business services

- Service providers supporting customer inquiries or technical operations
- Government authorities or regulators when legally required

Any disclosure is limited to information reasonably necessary for the relevant purpose and subject to applicable legal requirements.

SMS opt-in information, mobile phone numbers collected for SMS communications, and SMS consent records are not shared with third parties or affiliates for marketing or promotional purposes.

7. Data Security

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

However, no internet transmission, electronic communication, or data storage system can be guaranteed to be completely secure.

We encourage website visitors and customers to avoid sending sensitive personal or confidential information through unsecured communication channels.

8. Data Retention

We retain personal information only for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy, maintain business records, resolve disputes, and comply with applicable legal obligations.

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

SMS consent and opt-out records may be retained as necessary to document messaging preferences and demonstrate compliance with applicable requirements.

9. Your Privacy Choices and Rights

Depending on your location and applicable privacy laws, you may have rights regarding your personal information, including the ability to:

- Request access to personal information we maintain about you
- Request correction of inaccurate information
- Request deletion of personal information, subject to applicable exceptions
- Object to or restrict certain processing activities

- Withdraw consent where processing is based on consent
- Opt out of SMS communications at any time

To submit a privacy-related request, contact us at **info@colbornefoodbotics.com**.

We will review and respond to requests in accordance with applicable law and may need to verify your identity before processing certain requests.

10. Third-Party Websites

Our website may contain links to external websites, industry organizations, trade shows, social media platforms, or other third-party resources.

Colborne Foodbotics is not responsible for the privacy practices, security, or content of independently operated third-party websites.

We encourage visitors to review the privacy policies of any external websites they access.

11. Children's Privacy

Our website and services are intended for business and professional audiences and are not directed toward children under the age of 13.

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

If we become aware that we have collected such information without appropriate authorization, we will take steps to delete it as required by applicable law.

12. International Visitors

Colborne Foodbotics is based in the United States.

If you access our website or communicate with us from outside the United States, your personal information may be processed in the United States or other locations where our authorized service providers operate.

Where required, we will implement appropriate safeguards for international transfers of personal information.

13. Changes to This Privacy Policy

Colborne Foodbotics may update this Privacy Policy periodically to reflect changes in our business practices, website functionality, legal requirements, or communication services.

Any revisions will be published on this page with an updated effective date.

Where required by applicable law, we will provide additional notice or obtain consent before making material changes to how personal information is processed.

14. Contact Information

If you have questions about this Privacy Policy, how we handle personal information, or your privacy rights, please contact:

Colborne Foodbotics

28495 N. Ballard Dr.
Lake Forest, IL 60045
United States

Phone: 847-371-0101

Email: info@colbornefoodbotics.com

Website: https://colbornefoodbotics.com/