Lumexia Technologies – Privacy Policy

Effective Date: July 13, 2025

Last Updated: July 13, 2025

At **Lumexia Technologies**, your trust is our priority. This Privacy Policy explains how we collect, use, store, and protect your personal information when you interact with our website, communicate with us, or engage our services.

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1. Information We Collect

We only collect personal information that you voluntarily provide to us. This includes:

- **Contact Information**: Full name, email address, and phone number
- **Project-Related Details**: Business or project goals, service requirements, timeline expectations, and budget preferences
- **Communication Records**: Emails, messages, consultation notes, and follow-up correspondence
- **Voluntary Submissions**: Testimonials, reviews, or client feedback you choose to submit

We do not collect sensitive information, such as credit card numbers, Social Security numbers, or government-issued identification.

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2. How We Use Your Information

We use your information only for business purposes related to service delivery. These include:

- **Client Communication**: Responding to inquiries, booking consultations, and sharing updates
- **Service Fulfillment**: Planning, designing, and executing projects as outlined in your agreement
- **Project Documentation**: Keeping organized records of deliverables, revisions, and completed work
- **Ongoing Support**: Providing onboarding, technical support, or post-launch assistance

We **never sell, rent, or use your information for advertising** or unrelated marketing purposes.

3. Data Security & Storage

We take your data privacy seriously and employ the following measures:

- **Encrypted Storage**: All records are stored on secure, encrypted servers with password protection
- **Access Restriction**: Only authorized Lumexia team members working on your project can access your data
- **Internal Audits**: Regular data handling reviews ensure best practices and policy compliance
- **Minimized Cloud Usage**: Whenever feasible, data is stored on private or offline systems for additional security

4. Third-Party Services & Cookies

- We do **not** use third-party tracking tools, analytics, or advertising pixels
- We do **not** use cookies to monitor your behavior or store personal information
- We will **never share or sell** your data to third parties without your consent

If third-party services (such as scheduling or form tools) are introduced in the future, we will provide **clear disclosures and opt-out options**.

5. Data Access, Portability & Control

You have full control over your personal data. You may request to:

- **Access** the information we have stored
- **Correct** any inaccurate or outdated details
- **Delete** your data (unless retention is required by law or contractual obligation)
- **Export** your information in a portable digital format

To make a data request, email **hello@lumexiatech.com** with the subject line: **"Privacy Request."**

6. Children's Privacy

Our services are intended for adults in professional or business settings. We do **not knowingly collect data from individuals under the age of 18**. If such data is discovered, it will be deleted promptly.

7. Policy Updates

We may update this Privacy Policy from time to time. Any changes will be posted here with a new "Last Updated" date. We recommend checking this page periodically to stay informed.

8. Contact Us

For any questions, requests, or concerns related to this Privacy Policy or your personal data, please contact us:

Email: lumexiatechnologies@gmail.com

Subject Line: "Privacy Inquiry"