

FASTXchange Privacy Policy

Last Updated: October 29, 2025

1. Introduction

At FASTXchange, we are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about this privacy policy or our practices regarding your personal information, please contact us at privacy@fastx.com.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website. Please read it carefully. By using the Site, you agree to the collection and use of information in accordance with this policy.

2. Information We Collect

We collect personal information that you voluntarily provide to us, as well as some information automatically when you visit the Site.

- **Personal Information You Disclose to Us:** This includes information you provide when you register an account, contact us, or participate in surveys. This may include:
 - **Identifiers:** Name, email address, postal address, phone number.
 - **Commercial Information:** Billing and shipping addresses, purchase history.
 - **Other Information:** Any other personal information you choose to provide in communications with us.
- **Information Collected Automatically:** When you visit the Site, we may automatically collect:
 - **Log and Usage Data:** Such as your IP address, browser type, operating system, referring URLs, pages viewed, links clicked, and the dates and times of your visits.
 - **Device Information:** Information about the device you use to access the Site, including hardware model, operating system, and unique device identifiers.
 - **Location Data:** General location information derived from your IP address.
 - **Cookies and Similar Technologies:** We use cookies, web beacons, and other tracking technologies. For more details, please see our **Cookies Policy** below.

3. How We Use Your Information

We use the information we collect for various business purposes, including:

- **To Fulfill Our Contract:** To process and manage your quotes, orders, and shipping status.
- **To Provide and Manage the Site:** To operate, maintain, and improve the Site's functionality and user experience.
- **For Communication:** To send you administrative information (e.g., order confirmations, policy updates), and respond to your inquiries.
- **For Security and Fraud Prevention:** To protect our Site, business, and users from malicious activity.
- **For Analytics:** To analyze how our Site is used so we can improve our services and content.
- **To Comply with Legal Obligations:** As required by applicable law, court order, or governmental regulations.

4. How We Share Your Information

We may share your information in the following situations:

- **For Legal Reasons:** To comply with a legal obligation, protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request.
- **With Your Consent:** We may disclose your information for any other purpose with your explicit consent.

We do **not** sell and share your personal information to third parties.

5. Cookies and Tracking Technologies

We use Cookies and similar technologies. Cookies are small data files that are placed on your computer or mobile device when you visit a website. They are widely used to make websites work more efficiently, as well as to provide reporting information and to help with site functionality. We use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your device until you delete them) for the following purposes:

- **Essential Cookies:** Necessary for the website to function and cannot be switched off. They are usually only set in response to actions you take, such as logging in or filling in forms.
- **Performance and Analytics Cookies:** Allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us know which pages are the most and least popular.

- **Functionality Cookies:** Enable the website to provide enhanced functionality and personalization, such as remembering your language preference.

If you have any questions about our use of cookies, please contact us at privacy@fastx.com

6. Data Retention

We will retain your personal information only for as long as is necessary for the purposes set out in this policy, unless a longer retention period is required or permitted by law.

7. Your Privacy Rights

Depending on your location, you may have the following rights:

- **Access & Portability:** The right to request copies of your personal data.
- **Rectification:** The right to have inaccurate data corrected.
- **Erasure ("Right to be Forgotten"):** The right to have your data deleted.
- **Restriction:** The right to request that we restrict the processing of your data.
- **Objection:** The right to object to our processing of your data.
- **Withdraw Consent:** The right to withdraw your consent at any time.
- **CCPA/CPRA Rights (California):** The right to know, delete, and correct your personal information, and the right to opt-out of the "sale" or "sharing" of your information. We do not sell or share your personal information as defined by the CCPA.

To exercise any of these rights, please contact us using the details in the "Contact Us" section.

8. Data Security

We use administrative, technical, and physical security measures to help protect your personal information. However, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure.

9. Changes to This Privacy Policy

We may update this policy from time to time. The updated version will be indicated by a new "Last Updated" date. We encourage you to review this policy periodically.

10. Contact Us

If you have questions or comments about this policy, you may contact us at:

Email: privacy@fastx.com

Postal Address: 222 N PACIFIC COAST HWY STE 710, EL SEGUNDO, CA 90245