startex

Privacy Policy

Startex Industries, Inc. · Effective November 24, 2026

This policy explains how Startex Industries, Inc. (“Startex,” “we”) collects and uses personal information through startexind.com, our quotation and payment pages, and our business dealings with customers, dealers and suppliers. Startex sells to businesses, so the information we handle is mostly business contact information.

Information We Collect

- **Information you give us.** Your name, company, email address, phone number and message when you use our contact or quote request forms; project details such as property name, location and products of interest; and the name and email address you enter when you accept a quotation online.
- **Order and payment information.** Billing and shipping addresses, purchase orders and order history. Card payments are processed by our payment processor, Stripe; Startex receives confirmation of the payment but does not receive or store your full card number.
- **Correspondence.** Emails and call notes between you and our team, kept as business records.
- **Information collected automatically.** When you visit our website, your browser sends technical information such as your IP address, browser type, pages visited and the date and time of your visit. We and our service providers may use cookies and similar technologies to operate the site, remember your quote list, and understand how the site is used.

How We Use Information

We use personal information to respond to inquiries and quote requests; prepare quotations; process, ship and invoice orders; take payments; provide warranty and customer service; send business communications about our products, which you can ask us to stop at any time; protect against fraud and keep our systems secure; and meet legal and accounting obligations.

How We Share Information

We do not sell personal information. We share it only as needed to run our business:

- with service providers that work for us, such as website hosting, email, payment processing (Stripe) and freight carriers, who may use it only to provide their services to us;
- with an authorized Startex dealer when your inquiry is best served through that dealer;
- when required by law, to protect our rights, or in connection with a sale or reorganization of our business.

Retention and Security

We keep personal information for as long as needed for the purposes above, including our business, tax and accounting record-keeping. We use reasonable administrative, technical and

physical safeguards to protect it, but no method of transmission or storage is completely secure.

Your Choices

You may ask us to review, correct or delete your personal information, or to stop sending you business communications, by emailing info@startexind.com or calling 630-458-9150. We may keep information we are required to keep by law or need for an open order or account.

Do Not Track

Our website does not currently respond to browser “Do Not Track” signals.

Children

Our website is intended for business users and is not directed to children under 13. We do not knowingly collect personal information from children.

Links to Other Sites

Our website may link to sites we do not control, such as hotel brand portals. Their privacy practices are governed by their own policies.

Changes to This Policy

We may update this policy from time to time. The effective date at the top shows when it was last changed.

Contact Us

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