

# LEVANTIQ PRIVACY POLICY

Last Updated: **14<sup>th</sup> March 2026**

*Welcome to <https://levantiq.shop> (the “Site”). We understand that privacy online is important to users of our Site, especially when conducting business. This statement governs our privacy policies concerning those users of the Site (“Visitors”) who visit without transacting business and Visitors who register to transact business on the Site and make use of the various services offered by LevantiQ LLC (collectively, “Services”) (“Authorized Customers”).*

This Privacy Policy explains how **LevantiQ LLC** (“LevantiQ”, “Company”, “we”, “our”, or “us”) collects, uses, processes, stores, protects, and discloses personal data obtained through **<https://levantiq.shop>** (the “Website”), associated digital services, customer communications, and any interaction with LevantiQ products or commercial operations.

This Privacy Policy forms part of the LevantiQ legal and operational framework and should be read together with the **Terms & Conditions**, Shipping Policy, Returns & Refund Policy, Limited Warranty, and Product Safety & Usage Guidelines.

By accessing the Website, creating an account, placing an order, or communicating with LevantiQ, users acknowledge that their personal data may be processed as described in this Privacy Policy.

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## 1. DEFINITIONS

For purposes of this Privacy Policy:

**“Website”** means the website located at <https://levantiq.shop> and any associated digital infrastructure operated by LevantiQ.

**“User”** means any individual who accesses, browses, or interacts with the Website.

**“Customer”** means any individual or legal entity that purchases, attempts to purchase, reserves, or seeks allocation of a LevantiQ product.

**“Personal Data”** means any information relating to an identified or identifiable natural person.

**“Processing”** means any operation performed on personal data including collection, storage, use, analysis, transmission, or deletion.

## 2. DATA CONTROLLER

The data controller responsible for the processing of personal data is: LevantiQ LLC in the State of Delaware, United States

LevantiQ determines the purposes and means of processing personal data collected through the Website and related commercial interactions.

LevantiQ may rely on specialized third-party service providers acting as **data processors** to support operational functions such as payment processing, logistics management, infrastructure hosting, fraud prevention, analytics, and customer support.

- These providers are contractually required to maintain appropriate data protection safeguards. Google, as a third-party vendor, uses cookies to advertise our service.

### 3. SCOPE OF APPLICATION

This Privacy Policy applies to personal data collected through: use of the Website • creation of customer accounts • order placement and purchase transactions • product allocation requests • customer support communications • warranty service interactions • logistics and shipment coordination • fraud prevention and verification procedures

This policy does not apply to third-party websites or services not controlled by LevantiQ.

### 4. TYPES OF PERSONAL DATA COLLECTED

#### Personally Identifiable Information

Refers to any information that can be used to identify, contact, or locate the person to whom such information pertains, including, but not limited to, name, address, phone number, fax number, email address, financial profile, social security number, and credit card information. Personally Identifiable Information does not include information that is collected anonymously (that is, without identification of the individual user) or demographic information not connected to an identified individual.

#### What Personally Identifiable Information is collected?

We may collect basic user profile information from all of our Visitors. We collect the following additional information from our Authorized Customers: the name, email address,

#### What organizations are collecting information?

In addition to our direct collection of information, our third-party service vendors (such as credit card companies, clearinghouses, and banks) who may provide such services as credit, insurance, and escrow services may collect this information from our Visitors and Authorized Customers. We do not control how these third parties use such information, but we do ask them to disclose how they use personal information provided to them by Visitors and Authorized Customers. Some of these third parties may be intermediaries that act solely as links in the distribution chain and do not store, retain, or use the information given to them.

Depending on the nature of the interaction with LevantiQ, the Company may collect several categories of personal data as well.

#### 4.1 Account and Identity Information

This may include: name • email address • phone number • account login credentials • user profile information

#### 4.2 Transaction Information

When users place orders or request product allocation, LevantiQ may collect: billing address • shipping address • order identifiers • transaction history • product ownership records

Payment information is generally processed through secure third-party payment providers.

#### 4.3 Verification Information

To prevent fraud and ensure compliance, LevantiQ may request additional information including: government identification • proof of address • payment ownership confirmation

#### 4.4 Technical Data

When users access the Website, certain technical information may be automatically collected such as: IP address • browser type • operating system • device identifiers • session data

#### 4.5 Communication Data

LevantiQ may store communications exchanged with users including: support requests • warranty claims • product inquiries • technical assistance communications

## 5. PURPOSES OF DATA PROCESSING

LevantiQ processes personal data only where necessary to support legitimate operational activities. Processing purposes may include: order processing and fulfillment • product allocation management • payment verification • fraud detection and prevention • shipment coordination • customer service and technical support • improvement of Website functionality • compliance with legal obligations

#### How does the Site use Personally Identifiable Information?

We use Personally Identifiable Information to customize the Site, make appropriate service offerings, and fulfill buying and selling requests on the Site. We may email Visitors and Authorized Customers about research or purchase and selling opportunities on the Site or information related to the subject matter of the Site. We may also use Personally Identifiable Information to contact Visitors and Authorized Customers in response to specific inquiries or to provide requested information.

#### With whom may the information be shared?

Personally Identifiable Information about Authorized Customers may be shared with other Authorized Customers who wish to evaluate potential transactions with other Authorized Customers. We may share aggregated information about our Visitors, including the demographics of our Visitors and Authorized Customers, with our affiliated agencies and third-

party vendors. We also offer the opportunity to “opt-out” of receiving information or being contacted by us or by any agency acting on our behalf.

#### How is Personally Identifiable Information stored?

Personally Identifiable Information collected by LevantiQ LLC is securely stored and is not accessible to third parties or employees of LevantiQ LLC except for use as indicated above.

#### How does LevantiQ LLC use login information?

LevantiQ LLC uses login information, including, but not limited to, IP addresses, ISPs, and browser types, browser versions, pages visited, date and time of visit, to analyze trends, administer the Site, track a user's movement and use, and gather broad demographic information.

#### What partners or service providers have access to Personally Identifiable Information from Visitors and/or Authorized Customers on the Site?

LevantiQ LLC has entered into and will continue to enter into partnerships and other affiliations with a number of vendors. Such vendors may have access to certain Personally Identifiable Information on a need to know the basis for evaluating Authorized Customers for service eligibility. Our privacy policy does not cover their collection or use of this information.

#### How does the Site keep Personally Identifiable Information secure?

All of our employees are familiar with our security policy and practices. The Personally Identifiable Information of our Visitors and Authorized Customers is only accessible to a limited number of qualified employees who are given a password in order to gain access to the information. We audit our security systems and processes on a regular basis. Sensitive information, such as credit card numbers or social security numbers, is protected by encryption protocols, in place to protect information sent over the Internet. While we take commercially reasonable measures to maintain a secure site, electronic communications, and databases are subject to errors, tampering, and break-ins, and we cannot guarantee or warrant that such events will not take place and we will not be liable to Visitors or Authorized Customers for any such occurrences.

#### How can Visitors correct any inaccuracies in Personally Identifiable Information?

Visitors and Authorized Customers may contact us to update their Personally Identifiable Information. [legal@levantiq.shop](mailto:legal@levantiq.shop)

## 6. LEGAL BASIS FOR PROCESSING

Where the General Data Protection Regulation (GDPR) applies, LevantiQ relies on the following legal bases for processing personal data.

- **Contractual necessity** – to fulfill product orders and deliver purchased products.

- **Legal obligations** – to comply with tax, accounting, fraud prevention, and regulatory requirements.
- **Legitimate interests** – including operational security, system integrity, and improvement of services.
- **Consent** – where users voluntarily agree to optional communications or specific processing activities.

Users may withdraw consent where consent forms the legal basis for processing. Visitors and Authorized Customers may also opt-out of receiving unsolicited information from or being contacted by us and/or our vendors and affiliated agencies by responding to emails as instructed, or by contacting us at [legal@levantiq.shop](mailto:legal@levantiq.shop)

#### Can a Visitor delete or deactivate Personally Identifiable Information collected by the Site?

We provide Visitors and Authorized Customers with a mechanism to delete/deactivate Personally Identifiable Information from the Site’s database by contacting them. However, because of backups and records of deletions, it may be impossible to delete a Visitor’s entry without retaining some residual information. An individual who requests to have Personally Identifiable Information deactivated will have this information functionally deleted, and we will not sell, transfer, or use Personally Identifiable Information relating to that individual in any way moving forward.

#### User rights

These are summarized rights that you have under data protection law

- The right to access
- The right to rectification
- The right to erasure
- The right to restrict processing and to object to processing
- The right to data portability
- The right to complain to a supervisory authority
- The right to withdraw consent

#### Children’s Privacy

Our Service does not address “Children”, anyone under the age of 18 years, and we do not knowingly collect personally identifiable information from children under 18 years. If you are a parent or guardian and you are aware that your child has provided us with Personal Information, please get in touch with us immediately using the contact details provided. If we come to know that children below 18 years have provided personal information, we will delete the information from our servers immediately.

## 7. COOKIES AND TRACKING TECHNOLOGIES

The Website may use cookies and similar tracking technologies to support secure operation, maintain session integrity, improve usability, and better understand how visitors interact with the Website.

Cookies are small text files placed on a user's device when visiting a website. These files allow the Website to recognize returning devices, maintain certain preferences, and ensure that essential technical functions operate correctly.

LevantiQ may use the following categories of cookies:

### **Strictly Necessary Cookies**

These cookies are essential for the core functionality of the Website. They enable fundamental operations such as page navigation, secure login sessions, shopping cart functionality, and protection against malicious traffic. Because these cookies are necessary for the Website to operate, they generally cannot be disabled through Website controls.

### **Security Cookies**

Security-related cookies help protect the Website and its users by supporting fraud detection mechanisms, abuse prevention systems, and session authentication controls. These cookies may help identify suspicious behavior, automated traffic, or attempts to interfere with Website infrastructure.

### **Functional Cookies**

Functional cookies allow the Website to remember certain preferences or configuration choices made by users. These cookies may store information such as language preferences, region selections, or interface customization choices in order to improve the overall browsing experience.

### **Analytics Cookies**

Analytics cookies help LevantiQ understand how visitors interact with the Website by collecting aggregated information about page navigation, session duration, interaction flows, and general usage patterns. This information helps LevantiQ improve Website design, usability, performance, and reliability. Analytics data collected through cookies is typically processed in aggregated or pseudonymized form and is not used by LevantiQ to create intrusive behavioral advertising profiles.

### **Cookie Control**

Most web browsers allow users to control cookie behavior through browser settings. Users may choose to block or delete cookies; however, doing so may affect certain Website functions, including account login functionality, checkout processes, and session continuity. Users who wish to restrict cookies may consult their browser documentation for instructions on managing cookie preferences.

### Third-Party Cookies

Some cookies may be placed by third-party service providers that support operational features of the Website such as analytics tools, fraud-prevention systems, infrastructure monitoring, or content delivery services. Where third-party cookies are used, those providers process information according to their own privacy policies and contractual obligations with LevantiQ.

### Future Cookie Management Tools

LevantiQ may implement additional consent management mechanisms or cookie preference tools in order to provide users with enhanced control over cookie categories, particularly where required by applicable data protection laws.

## 8. ANALYTICS AND WEBSITE PERFORMANCE

LevantiQ may use analytics technologies to understand how visitors interact with the Website.

These tools may collect aggregated information including: page navigation patterns • session duration • device categories • geographic region at a general level

Analytics data is used to improve Website usability and performance. LevantiQ does not sell behavioral advertising profiles.

## 9. DATA SHARING

LevantiQ does not sell personal data to third parties.

Personal data may be shared with operational partners when necessary to deliver services, including: payment processors • shipping providers • fraud prevention systems • infrastructure hosting providers

All partners must process data only for authorized operational purposes.

## 10. DATA RETENTION

LevantiQ retains personal data only for as long as necessary to fulfill legitimate operational and legal purposes. Retention considerations include: order fulfillment • tax and accounting compliance • fraud monitoring • dispute resolution.

Once data is no longer required, it may be deleted or anonymized.

## 11. DATA SECURITY

LevantiQ implements appropriate security measures designed to protect personal data including: encrypted communications • access control systems • internal security monitoring • secure hosting infrastructure. However, no online system can guarantee absolute security.

## 12. DATA BREACH PROCEDURES

If LevantiQ becomes aware of a data security incident affecting personal data, the Company will investigate the incident and implement mitigation measures. Where required by law, LevantiQ may notify relevant regulatory authorities and affected individuals.

## 13. INTERNATIONAL DATA TRANSFERS

Because LevantiQ operates internationally, personal data may be processed or stored in jurisdictions outside the user's country. Where cross-border transfers occur, LevantiQ implements safeguards designed to protect personal data.

## 14. POLICY UPDATES

LevantiQ may update this Privacy Policy from time to time to reflect operational, technological, or regulatory changes. The most recent version will always be available on the Website. In case of changes we will let our Visitors and Authorized Customers know about changes to our privacy policy by posting such changes on the Site. However, if we are changing our privacy policy in a manner that might cause disclosure of Personally Identifiable Information that a Visitor or Authorized Customer has previously requested not be disclosed, we will contact such Visitor or Authorized Customer to allow such Visitor or Authorized Customer to prevent such disclosure.

**Links:** <https://levantiq.shop> contains links to other websites. Please note that when you click on one of these links, you are moving to another website. We encourage you to read the privacy statements of these linked sites as their privacy policies may differ from ours.

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## CONTACT INFORMATION

For questions regarding these Terms, LevantiQ Products, allocation decisions, order procedures, legal matters, or policy interpretation, Users and Customers may contact:

- **LevantiQ LLC:** State of Delaware, United States
- **Official Website:** <https://levantiq.shop>
- **Customer Support:** [contact@levantiq.shop](mailto:contact@levantiq.shop)
- **Legal Inquiries:** [legal@levantiq.shop](mailto:legal@levantiq.shop)

*LevantiQ reserves the right to request identity verification or supporting information before responding to account-sensitive, transaction-sensitive, or compliance-sensitive inquiries.*