

Privacy statement and Cookies

We at Acerize llc thank you for visiting our website to learn more about our products and services. We are committed to protecting your information and have designed a policy to safeguard your personal information.

Privacy statement

Acerize collects, processes and stores limited amounts of personal data when you visit our website. We are committed to adhering to the legal requirements of data protection in the United States, as well as complying with applicable global privacy regulations. We are committed to protecting your privacy and will handle your personal data in accordance with this Privacy Statement.

Personal data and Information

Personal information means any information relating to an identified or identifiable natural person (“data subject”) e.g. name, address, telephone number and email address. We may collect your personal information to provide services to, or obtain services from, you. Personal information which we may ask you to provide includes your contact information (such as your name, address, telephone number and email address) and identification details. Acerize does not collect, process, or store sensitive personal data. In a future event where personal data might be collected, we will ask for your explicit consent and inform you of the purpose for this processing. Sensitive data includes information such as race, religion, ethnicity, union membership, or sexual orientation. We may also ask you to supply information to us from time to time, including when you report a problem with our services and when we ask you to complete surveys, questionnaires and feedback forms that we use for quality monitoring and research purposes.

We may also collect your personal information to comply with legislative and regulatory requirements.

Managing your information

You have the right of refusing to share your personal information with us. If you choose not to provide the personal information we request, or you do not wish to identify yourself to us, we may not be able to provide you with the services or information you require.

We may collect personal information directly from you or indirectly. Information may be provided electronically including information provided: through your use of our website (e.g. cookies); during phone calls with our representatives; when we deliver and administer our services to you; and on forms or other correspondence, in writing or electronically, completed by you.

If we collect personal information about you from third parties we will let you know and if required obtain your consent to such processing. If we receive personal information about you that we have not requested and which is not relevant to provide our services or to obtain services from you, we will destroy or pseudonymize the information, unless we are required by law to keep the information. Our website may contain links to third party websites. Our terms do not apply to these sites and we are not responsible for how those sites use or share information. Questions regarding how a third party handles your personal information should be referred directly to the third party.

Data protection

Acerize has taken actions within our control against accidental or intentional manipulation, loss, destruction and against access by unauthorized persons. Our security procedures are continually enhanced as new technology becomes available.

Rectifying and deleting information

You have the right at any time to access and review your information for inaccuracies. You may also withdraw your consent to our processing of your personal information, however, Acerize reserves to deny requests where information is directly related to individuals transacting on behalf of a business entity. In the case that a correction or deletion is denied, we will notify you with the business reason for denying said request. If you believe that the information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, you can request its correction. Please note that you may be charged for reasonable costs incurred by us in the processing of, and response to your access request, including photocopying, supplying written reports, administration and postage.

Contacting us

If you have concerns or would like to contact our Data Processing division directly, you may send a written request by email to smile@acerize.com. We will endeavor to resolve your complaint as quickly as possible.

Policy updates

We may review, amend or revise our Privacy Statement and the way we process personal information from time to time. We will post the updated Privacy Statement on our website. Any revised terms will take effect from the date of posting.

Collection and storage of cookies

Cookies are very small text files that are stored on your computer when you visit certain websites. We use cookies to identify your device to improve and customer user experience, track purchasing contents, and identify where you are in the order process. This activity is required for our website to function properly. You can disable any cookies already stored on your computer but this might directly impact your ability to transact with us.

In addition to the above, we store cookies to track the pages you visit using Google Analytics, allow you to share content on social media sites, and otherwise interact with our website content. We will not share or sell your personal information with third parties.

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