

Privacy Policy

Bishamon's Privacy Commitment

At Bishamon Industries Corporation, we are dedicated to safeguarding your personal information and preventing any misuse. We collect data through our websites to enhance our products and services and treat this information with the utmost care and confidentiality. We are transparent about how your data is used and will always keep you informed about the information you share.

Policy

Bishamon Industries collects only the data necessary to provide our services, which is stored in an anonymized format within our self-hosted analytics system.

We do not engage in profiling based on your search history, ensuring that you receive purely unbiased search results each time you use our search engine.

Bishamon Industries does not use cookies or any tracking technologies, such as pixels or fingerprinting, that could be used to identify users.

All connections to Bishamon Industries are secured with **HTTPS encryption**, guaranteeing that your requests are safe and cannot be intercepted by third parties. We take appropriate technical and organizational measures to safeguard your personal data, including encryption of data both in transit and at rest, secure servers, and regular security assessments. Only authorized personnel have access to personal data, and they are required to maintain confidentiality.

Our operations and servers are based in Ontario, California, USA. In the event of a government request (including from the U.S. government) for data disclosure, we carefully review such demands with legal counsel. We will only comply if it is legally mandated, and even in that case, we will make it clear that no personal user data is available to provide. To date, we have not received any such requests.

Since personal data definitions vary globally, we define it as any information that could be used to identify you or another individual, ensuring your privacy is always protected.

We gather personal information about you in several ways, including:

1. Information you provide directly through our website, via email or phone, in person, at events, or through other means.
2. Details within communications you send to us (such as emails) and information about how you interact with emails we've sent.
3. Publicly accessible information from your interactions with us on social media or posts referencing our company.
4. Data from third-party providers, where you've granted permission for them to share your information with us.

How We Use Your Information

Our main purpose in collecting and using your personal data is to provide and improve the service, products, and experiences that you expect from us.

- Products and Services
 - Manage and coordinate your products' purchase, delivery, and after-sales care.
 - Respond to queries and requests (through various channels such as online, in person, over the phone, post, and SMS).
 - Contacting you when products or models are in stock.
- Support
 - Send product support communications, including reminders about how to carry out maintenance for optimal performance, information about how and where to get help from Bishamon experts should you need support, information about your Bishamon warranty, and alerts regarding any critical product safety or recall announcements.
- Data Retention
 - We only keep your personal data for as long as we need to, to be able to use it for the reasons given in this privacy notice, and for as long as we are required to keep it by law. The actual period for which we store your personal data will vary depending on the type of personal data and how it is used. For example, when you buy a product from us, we will store information about you and your purchase for at least the term of your warranty or guarantee.
- Updates
 - Keeping you informed is a top priority – whether it's regarding the latest announcements, offers, or upcoming events. We want to make sure you're happy with the communications you receive from us. We do this by either offering you the opportunity to opt-out (e.g., emails) or requiring you to opt-in (e.g., consent to marketing emails).
 - We will contact you in various ways, including e-mail, post, SMS, social media platforms, and by phone. We use profiling and statistical analysis to identify which communications are relevant to you. We do this through:
 - Analyzing and enhancing the information that we collect.
 - Only including you in selected marketing campaign and event invitation lists.
 - Measuring the effectiveness of our promotional campaigns and advertising

User Rights and Access to Data

You have the right to access, update, or delete your personal data. If you wish to exercise any of these rights, please contact us, and we will respond in accordance with applicable laws.

Examples of types of rights:

- Access to data.

- Correcting inaccurate information.
- Deleting data.
- Object or restrict certain processing activities.
- Withdraw consent for marketing communications.

Changes to this privacy notice

We will regularly review and update this privacy notice. This privacy notice was last reviewed and updated in September 2024. If we change our privacy notice in a way that significantly changes how we process the personal data that we hold about you, we will also ask you to confirm that you are happy with those changes through the most appropriate method (e.g. in email or a notification on our website).

This privacy notice was last updated in September 2024 and last reviewed in October 2024.