Privacy Policy

Effective date: November 2nd, 2026

This Privacy Policy explains how Alenac Metals Corp., doing business as Alenac & Associates (collectively, “Alenac,” “we,” “us,” or “our”), handles personal information in connection with our websites and related online inquiries.

1. Scope and contact

This Policy applies to alenac.com, alenacmetals.com, the landing pages located within those websites, and website contact or chatbot interactions (together, the “Website”). It covers personal information handled through these channels and related business-contact communications described below. It does not replace any separate written agreement governing a fabrication, installation, or other commercial project.

Alenac Metals Corp. (DBA Alenac & Associates) is based at 2180 S. Congress Ave, Unit A, Palm Springs, FL 33406, United States. Privacy inquiries may be sent to info@alenac.com.

2. Information we collect

Depending on how you interact with us, we may collect:

- Contact and business details, such as name, business email, telephone number, company name, business role, and other details you provide.
- Project and inquiry details, such as project ZIP code, requested services, project specifications, the source of your referral, correspondence, and quotation-related information.
- Files you choose to upload through the Fabrication Services form, such as drawings, plans, photographs, and other technical material.
- Chat information, including messages and contact details you provide through our Tidio website chatbot.
- Website usage and technical information, such as IP address, browser or device information, pages visited, approximate location inferred from technical signals, and cookie or analytics identifiers, where collected by our site and service providers.
- Professional business-contact information obtained from public business sources or third-party business-contact services for separate business-to-business outreach, where legally permitted.

Please do not provide Social Security numbers, payment-card details, personal health information, or similarly sensitive information through our general website forms or chat.

3. How we collect information

We receive information directly when you submit a form, request a quote, contact us by email or telephone, upload a permitted project file, or interact with the chatbot. We also receive certain technical and usage data automatically when you visit the Website, subject to the available cookie controls. Separately, we may obtain business-contact details from lawful public or third-party professional sources for business outreach; those prospecting lists are managed separately from website-submitted leads.

4. Why we use information

We use personal information as reasonably necessary for the following purposes:

- To respond to inquiries, contact you, assess project requests, prepare estimates or proposals, and provide requested information.
- To communicate with existing customers about our services, relevant projects, or business updates, subject to applicable marketing and opt-out requirements.
- To conduct lawful business-to-business outreach using separately sourced professional contact information.
- To operate and improve the Website, understand aggregated usage trends, measure performance, and troubleshoot technical issues.
- To maintain records, protect the security and integrity of our systems, enforce applicable terms, and comply with legal obligations.

Submitting an inquiry does not automatically enroll you in every marketing list. Communications relating to a requested quote, project, or existing business relationship may continue as appropriate even if you opt out of promotional emails.

5. Cookies and Google Analytics

The Website uses cookies and similar technologies for essential website functions and, where enabled through the site's cookie preferences, analytics or other disclosed purposes. We use Google Analytics to help us understand how visitors use the Website, such as page activity and general traffic patterns. Analytics providers may receive technical information and online identifiers to deliver these services.

Our cookie banner provides options for handling optional cookies; optional cookies controlled by that tool are configured to be blocked when declined. You may also manage cookies through your browser, although disabling certain cookies may affect Website functionality. We do not currently use website visitor data for remarketing or retargeting campaigns.

For more information about how Google processes information from sites using its services, visit https://policies.google.com/technologies/partner-sites. For general information about Analytics opt-out options, visit https://tools.google.com/dlpage/gaoptout.

6. Chatbot, CRM, and uploaded files

Our Website offers a Tidio chatbot to make it easier to contact us. Chat conversations are stored within the Tidio platform and may be reviewed by authorized Alenac personnel and members of our contracted marketing agency who assist with the chatbot. Only the name, email address, and telephone number captured through the chatbot are sent to our Monday CRM through the described integration. Tidio, as a technology provider, may also process technical data needed to operate its service.

Information entered in Website and landing-page contact forms is used for inquiry management and stored in Monday CRM. The marketing agency does not have access to Alenac's Monday CRM. Files uploaded through the Fabrication Services form are stored in Alenac's company Google Drive and are reviewed by authorized Alenac personnel; we do not routinely send those uploads to outside parties for quotation review. Technology providers may handle data as needed to host, secure, or store it.

7. When information is disclosed

We do not sell personal information or sell contact databases. We may disclose relevant information to service providers acting on our behalf, such as customer-relationship management, website hosting, chatbot, analytics, cloud storage, communication, and IT providers, and to our marketing agency only for the functions it is authorized to perform. Such providers may access or process information as needed to deliver their services under their applicable arrangements.

We may also disclose information when reasonably necessary to comply with law or a valid legal request; investigate suspected misuse or security incidents; protect rights, property, or safety; or in connection with a business reorganization or transfer, subject to applicable law. We do not currently use website-derived information for cross-context behavioral advertising or remarketing. If our data practices materially change, we will update this Policy and provide additional choices or notices where required.

8. Storage, retention, and international processing

Personal information may be stored or processed by Alenac and its technology providers in the United States or other countries where they operate. Applicable privacy and data-protection rules may differ between jurisdictions.

We retain information for as long as reasonably necessary for the purpose for which it was collected or another legitimate business purpose, taking into account the status of an inquiry or customer relationship, project-related records, legal and contractual requirements, security needs, dispute resolution, and suppression of unwanted marketing. When information is no longer reasonably needed, we take appropriate steps to delete, de-identify, or securely dispose of it, consistent with applicable law and operational requirements. A request to stop marketing may require us to retain limited contact information in a suppression record so that the preference continues to be respected.

9. Your choices and privacy requests

You may contact us at info@alenac.com to ask questions about the information we hold, request correction or deletion, or communicate a privacy preference. We will evaluate and respond as required by applicable law; certain information may need to be retained for legitimate business, security, recordkeeping, or legal reasons. We may ask for information reasonably necessary to verify a request before acting on it.

To stop receiving promotional emails from Alenac, reply to a marketing message with a request to unsubscribe or contact info@alenac.com. We will honor applicable opt-out requirements. Requests to stop promotional email do not prevent essential communications related to an active inquiry, project, or other business transaction. You may manage optional Website cookies through the available cookie controls or your browser settings.

10. Information security

We use administrative, technical, and organizational measures that we consider appropriate to the nature of the information and our operations, including limiting access to information based on business needs. No website, electronic communication, or storage system can be guaranteed completely secure. Please use discretion when deciding what information to submit online.

11. Children's privacy

The Website is intended for business and professional audiences and is not directed to children under 13. We do not knowingly solicit personal information from children under 13 through the Website. If you believe a child has provided information to us, please contact info@alenac.com.

12. Third-party websites and services

The Website may link to third-party websites, professional or social-media platforms, and service providers that maintain their own privacy notices and practices. We do not control the data practices of independent third-party websites. Please review the applicable notices when leaving our Website.

13. Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, Website, service providers, or legal requirements. The current version will be posted on the Website with its effective date. Where required by law, we will provide additional notice or obtain any required consent before a material change takes effect.

14. Contact us

Alenac Metals Corp. (DBA Alenac & Associates)
2180 S. Congress Ave, Unit A
Palm Springs, FL 33406, United States
Email: info@alenac.com
Websites: alenac.com and alenacmetals.com