

Privacy Policy

What information we collect, how we use it, and the choices you have.

Document	Version	Effective date	Last updated
Privacy Policy	1.0	August 1, 2026	July 28, 2026

ⓘ This is the current published version. It describes practices for this website and our general business operations. Handling of Client Data processed within the Services is governed by the [Data Ownership & Security Policy](#) and the applicable agreement. Questions: doug@charb-tech.com.

This Privacy Policy explains how Charbonneau Technologies (the “**Company**,” “**we**,” “**us**,” or “**our**”) collects, uses, and discloses information in connection with our website and our business relationships. It does not apply to data that we process on behalf of our clients within the Services, which is handled under our client agreements and the [Data Ownership & Security Policy](#).

1. Overview

We are a business-to-business software company. In the ordinary course, we collect limited personal information about prospective and current business contacts, website visitors, and users who communicate with us. We are committed to handling that information responsibly and using it only as described in this Policy.

2. Information We Collect

We collect information in the following ways:

- **Information you provide.** When you contact us, request information, or correspond with us, we collect the details you choose to share, such as your name, business email address, company name, industry, and the content of your message.
- **Information collected automatically.** When you visit our website, our hosting infrastructure may log standard technical information such as your IP address, browser type, pages viewed, and the date and time of access, for security and operational purposes.
- **Business relationship information.** For clients and vendors, we maintain contact and transaction records necessary to manage the relationship.

Our website uses a minimal, self-contained design and does not load third-party fonts, trackers, or advertising networks. We do not use analytics services or set cookies.

3. How We Use Information

We use the information we collect to:

- Respond to inquiries and communicate with you;
- Provide, maintain, and improve our Services and website;
- Manage our business relationships, including billing and support;
- Protect the security and integrity of our systems; and
- Comply with legal obligations and enforce our agreements.

We do not sell personal information.

4. How We Share Information

We share personal information only as needed and as described here:

- **Service providers.** With vendors who perform services on our behalf (such as hosting and infrastructure providers), bound by obligations to protect the information.
- **Legal and safety.** Where required by law, legal process, or to protect the rights, property, or safety of the Company, our clients, or others.
- **Business transfers.** In connection with a merger, acquisition, or sale of assets, subject to appropriate protections.

5. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this Policy, to maintain our business relationships, and to comply with legal, accounting, or reporting obligations. When information is no longer needed, we take reasonable steps to delete or de-identify it.

6. Your Rights & Choices

Depending on your location, you may have rights regarding your personal information, such as the right to access, correct, or request deletion of it, and to object to or restrict certain processing. To make a request, contact us at dougc@charb-tech.com. We will respond consistent with applicable law and may need to verify your identity. You may also opt out of non-essential communications at any time by following the instructions in the message or contacting us.

7. Security

We use reasonable administrative, technical, and organizational measures designed to protect personal information against unauthorized access, use, or disclosure.

Details of the controls protecting Client Data within the Services are described in the [Data Ownership & Security Policy](#). No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

8. Changes to This Policy

We may update this Policy from time to time. When we do, we will revise the “Last updated” date above and, where appropriate, provide additional notice. Your continued use of our website after an update indicates your acceptance of the revised Policy.

9. Contact

If you have questions about this Policy or our privacy practices, contact Charbonneau Technologies at dougc@charb-tech.com, by phone at [678-387-7659](tel:678-387-7659), or by mail at 113 Carney Dr., Ball Ground, GA 30107.

Questions about this document? Email dougc@charb-tech.com or call [678-387-7659](tel:678-387-7659).