

Privacy Policy

H2EG Solutions Effective Date: January 1, 2026

H2EG Solutions ("H2EG," "we," "us," or "our") is committed to protecting your privacy and safeguarding personal information. This Privacy Policy explains how we collect, use, disclose, store, and protect information obtained through our website, platforms, services, products, marketing activities, and communications (collectively, the "Services"). By accessing or using our Services, you consent to the practices described in this Policy.

1. Information We Collect

Personal Information

We may collect personal information you voluntarily provide, including but not limited to:

- Name
- Company or business name
- Email address
- Phone number
- Mailing or billing address
- Account credentials
- Payment and transaction information (processed securely via third-party providers)

Business & Engagement Information

We may collect information related to your business, projects, campaigns, systems, or inquiries when you engage our services, request consultations, complete forms, or communicate with us.

Automatically Collected Information

When you interact with our website or digital properties, we automatically collect certain information, including:

- IP address
- Browser type and version

Device type and operating system

Pages viewed, time spent, and referring URLs

Interaction data, cookies, pixels, and similar tracking technologies

2. Cookies, Tracking & Analytics

H2EG Solutions uses cookies, web beacons, pixels, and similar technologies to enhance user experience, analyze traffic, measure performance, and support marketing activities. Cookies may be used for:

Website functionality and performance

Analytics and usage insights

Advertising, retargeting, and campaign measurement

Remembering preferences and session information

You may control or disable cookies through your browser settings. Disabling cookies may limit certain website features.

3. How We Use Information

We use collected information to:

Provide, operate, and improve our Services

Respond to inquiries and deliver requested services

Manage accounts, billing, and transactions

Communicate updates, offers, and relevant content

Conduct analytics, research, and performance analysis

Maintain security, prevent fraud, and enforce our Terms & Conditions

4. Legal Basis for Processing (GDPR)

For individuals located in the European Economic Area (EEA), we process personal data under the following lawful bases:

Consent

Performance of a contract

Compliance with legal obligations

Legitimate business interests, where such interests are not overridden by your rights

5. Data Sharing & Disclosure

H2EG Solutions does not sell or rent personal information. We may share information with:

Trusted service providers and vendors who assist in operating our business

Payment processors, hosting providers, analytics tools, CRM platforms, and automation systems

Legal authorities when required to comply with law or protect rights, safety, or property

All third-party service providers are required to maintain appropriate safeguards and confidentiality.

6. International Data Transfers

Information collected may be stored or processed in the United States or other jurisdictions. Where required, we implement appropriate safeguards for cross-border data transfers in compliance with applicable laws.

7. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this Policy, comply with legal obligations, resolve disputes, and enforce agreements.

8. Data Security

We implement administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, alteration, disclosure, or destruction. While we take reasonable measures to secure data, no method of transmission over the internet is completely secure.

9. Your Privacy Rights

Depending on your location, you may have rights including:

- Access to personal data
- Correction or deletion of personal data
- Restriction or objection to processing
- Data portability
- Withdrawal of consent

Requests may be submitted using the contact information below.

10. California Privacy Rights (CPRA)

California residents may have additional rights regarding personal information, including the right to know, delete, or limit the use of sensitive personal data. H2EG Solutions does not sell personal information as defined by California law.

11. Children's Privacy

Our Services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children. If we become aware that such information has been collected, we will take appropriate steps to delete it.

12. Marketing Communications & Opt-Out

You may opt out of marketing communications at any time by following unsubscribe instructions or contacting us directly. Transactional or service-related communications may still be sent.

13. Relationship to Terms & Conditions

This Privacy Policy is incorporated by reference into the H2EG Solutions Terms & Conditions. In the event of a conflict between this Privacy Policy and the Terms & Conditions, the Terms &

Conditions shall govern. Capitalized terms not defined in this Privacy Policy have the meanings assigned to them in the Terms & Conditions.

14. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices, technologies, legal requirements, or services. Updates will be posted on our website with a revised effective date. Continued use of our Services after such updates constitutes acceptance of the revised Policy.

15. Contact Information

For questions, requests, or concerns regarding this Privacy Policy, please contact:

H2EG Solutions

Email: contact@h2eg.solutions

Phone: (512) xxx-xxxx

Location: Austin, Texas

By using our Services, you acknowledge that you have read and understand this Privacy Policy.