

## Privacy Policy

**Revised Effective Date:** April 1, 2025

**Transcend Solutions LLC** (“Company,” “we,” or “us”) respects your privacy and is committed to protecting it through this Privacy Policy.

This Privacy Policy governs your access to and use of <https://www.transcendsolutionsllc.com>, including any content, functionality, and services offered on or through our website (“Website”), whether as a guest or a registered user.

By accessing or using our website, you agree to this Privacy Policy. If you do not agree, please discontinue use of our website immediately.

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### 1. Children Under the Age of 13

Our website is not intended for children under 13 years of age. No one under age 13 may provide any information to or on the Website. We do not knowingly collect personal information from children under 13.

If you believe we might have collected information from or about a child under 13, please contact us at [info@transcendsolutionsllc.com](mailto:info@transcendsolutionsllc.com), and we will promptly delete it.

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### 2. Information We Collect About You

#### a. Information You Provide to Us

We collect information you provide directly, such as when you:

- Fill out forms on the Website
- Communicate with us via email, contact forms, or feedback
- Make purchases or service requests
- Participate in surveys or promotions

This information is used to deliver requested services, improve performance, and provide you with offers and updates.

#### b. Information Collected Automatically

We use **automatic data collection technologies**, including **Google Analytics**, to collect information such as:

- IP address, browser type, operating system
- Location and traffic patterns
- Pages visited, time spent, and referral sources

This information is used for statistical analysis and site improvement.

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### 3. Cookies and Tracking Technologies

Our website uses cookies, server logs, and similar technologies (including social media pixels) to improve your browsing experience.

Cookies help us remember preferences and understand how visitors use our site. You can disable cookies in your browser settings, but some features of the Website may not function properly.

Third parties, such as advertisers and analytics providers, may also use cookies to collect information about your browsing behavior. We do not control third-party tracking technologies.

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### 4. Email Policies

We do not sell, rent, or lease your email address to third parties.

All emails from us will:

- Clearly identify the sender
- Include contact details
- Provide an **unsubscribe** option

You can opt out at any time by clicking the unsubscribe link in our emails or emailing **[info@transcendsolutionsllc.com](mailto:info@transcendsolutionsllc.com)**.

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### 5. How and Why, We Collect Information

We collect information to:

- Process transactions and deliver services
- Send newsletters, promotions, and updates

- Track user preferences and improve website performance
- Comply with legal obligations

If you are in the **European Union**, we will only send you marketing emails if you have given explicit consent.

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## 6. Use of Your Information

We may use your information to:

- Present the Website and its contents
  - Provide services and customer support
  - Offer products and promotions
  - Administer business operations
  - Display tailored advertisements
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## 7. Disclosure of Your Information

We will **not** sell or rent your information. We may share it:

- With service providers who help operate our business
  - To enforce our legal agreements
  - In the event of a company sale or merger
  - As required by law
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## 8. Data Security

We use commercially reasonable methods to protect your information, including **SSL encryption** for sensitive data.

However, email is **not** a secure form of communication, and you transmit information at your own risk.

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## 9. Policy Changes

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

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## **10. Your GDPR Rights (EU Visitors)**

If you are within the EU, you have the right to:

- Access, rectify, or erase your personal data
  - Restrict or object to processing
  - Request data portability
  - Withdraw consent at any time
  - Lodge a complaint with a supervisory authority
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## **11. Contact Us**

### **Transcend Solutions LLC**

36216 Freedom Rd. Suite 124

Farmington Hills, MI 48335

Email: [info@transcendsolutionsllc.com](mailto:info@transcendsolutionsllc.com)