Privacy Policy

AE CHEMIE, INC. | EFFECTIVE DATE: NOVEMBER 16, 2026

This Privacy Policy explains how AE Chemie, Inc. handles personal information in connection with its website, customer accounts, sample requests, technical-documentation requests and related communications.

1. Information we collect

Information you provide may include your name, business email address, phone number, job title, company name and website, billing or shipping/contact addresses, account credentials, product interests, annual usage estimates, requested sample quantities and sizes, requested document types and messages or attachments sent to us.

When you submit a sample or technical-documentation request, we may retain its details, associated product selections, request date, fulfillment or processing status and communications necessary to respond. Account holders may be able to review their request history.

When you access the Website, technical information may be generated or received, such as IP address, browser and device information, timestamps, pages visited, referring addresses, diagnostic records and security logs. Cookies and similar technologies may also store login-session or form-related information. See the Cookie Policy.

2. How and why we use information

We use information as reasonably necessary to operate and secure the Website; create and manage accounts; authenticate users; process, review and respond to sample and technical-documentation requests; manage communications and request history; coordinate possible shipping and customer service; maintain business records; prevent fraud and abuse; and comply with applicable law.

Where permitted by applicable law and subject to your choices, we may send information about AE Chemie products, services and updates. You may opt out of marketing emails using the unsubscribe instructions in the message or by contacting us. Service-related messages may still be sent when needed to administer an account or request.

3. Legal bases for EEA/UK users, where applicable

To the extent European or UK data-protection laws apply, processing may rely on steps requested before entering a contract, performance of a contract, compliance with legal obligations, our legitimate interests in managing business relationships and securing services, or consent where required (for example, certain optional cookies or marketing activities). The applicable basis depends on the particular processing operation.

4. Disclosure and service providers

We may share information with personnel and authorized service providers who support hosting, website maintenance, security, email delivery, request management and, where applicable, logistics and fulfillment. We may also disclose information when required by law, to protect rights and security, or in connection with a lawful business transaction.

We do not describe all third-party integrations or tracking providers here because their deployment may change. Where required, additional notices or choices will be provided in the Website interface.

5. Retention

We retain information for as long as reasonably necessary for the purposes described above, including account administration, request tracking, legitimate business recordkeeping, dispute resolution and legal compliance. Retention periods depend on record type and applicable requirements. Information is deleted, anonymized or securely restricted when no longer reasonably necessary, subject to lawful exceptions.

6. Security

We use administrative and technical measures intended to protect information, but no online transmission or storage system is completely secure. Please use a strong unique password and report suspected unauthorized use to us promptly.

7. Cookies and browser storage

The Website may use cookies, session mechanisms and browser storage needed for authentication, preferences, security and continuity of request forms. For example, temporary browser storage may retain unfinished sample or documentation selections so they can be restored when navigating or signing in. Browser-stored drafts are distinct from requests submitted to AE Chemie. See the separate Cookie Policy for more information and available controls.

8. Your privacy choices and rights

Depending on where you live and the applicable law, you may have rights to request access, correction, deletion, portability, restriction or objection, and to withdraw consent where processing is based on consent. Some requests are subject to identity verification and legal exceptions.

California residents may have rights under applicable California privacy law, including rights concerning access, deletion, correction and certain uses or disclosures of personal information, subject to statutory applicability and exceptions. This statement does not claim that AE Chemie sells or shares personal information for cross-context behavioral advertising; such practices would require separate factual verification and, if applicable, additional disclosures and controls.

To submit a privacy request, contact info@aechemie.com. We will review and respond in accordance with applicable legal requirements. If applicable, EEA/UK individuals may also complain to their data protection supervisory authority.

9. International visitors

AE Chemie is headquartered in the United States. If you access the Website from another country, information may be processed in the United States or other countries where service providers operate, subject to applicable cross-border transfer requirements.

10. Children

The Website is intended for professional and business audiences, not children under 13. We do not knowingly seek personal information from children under 13. If you believe a child has supplied such information, contact us so we can assess and take appropriate action.

11. External websites

Links to external websites are governed by those sites' own notices and practices. We recommend reviewing their privacy information before sharing data.

12. Updates

We may revise this Privacy Policy to reflect changes to the Website, data practices or legal requirements. The current version will be made available with an effective date.

Contact

Questions about this document may be directed to info@aechemie.com or +1 310 523 2888, or mailed to AE Chemie, Inc., 13920 South Figueroa Street, Los Angeles, CA 90061, United States.