

# SecureNexa Privacy Policy

**Effective Date:** 02/25/2024

**Last Updated:** 03/03/2026

SecureNexa LLC (“SecureNexa,” “we,” “us,” or “our”) provides cybersecurity services and operates the website securenexaglobal.com (the “Site”). This Privacy Policy explains how we collect, use, disclose, and protect information when you visit our Site, contact us, or use our services (collectively, the “Services”).

## 1) Information We Collect

We may collect the following categories of information:

### A. Information you provide to us

- **Contact information:** name, business email, phone number, company name, job title.
- **Account and service information:** information you provide during onboarding, support requests, or communications.
- **Billing and transaction information:** billing contact details and payment-related data (payments are typically processed by third-party payment processors).
- **Content you submit:** messages, form entries, and other information you send to us.

### B. Information collected automatically

- **Device and usage data:** IP address, browser type, device identifiers, operating system, pages viewed, time spent, referring URLs, clicks, and other Site interaction data.
- **Cookies and similar technologies:** described in the Cookie Notice (Section 9).

### C. Operational / security-related data (when you use our cybersecurity services)

Depending on the engagement and your configuration/authorization, we may process:

- **Network and system data:** logs, security telemetry, device/network identifiers, configurations.
- **Security findings and assessment results:** vulnerability scan outputs, assessment reports, incident indicators, and related artifacts.

### D. Indirect Collection (Third-Party Sources)

In some cases, we obtain information from third parties—such as partners, service providers, public sources, or threat intelligence feeds—to support service delivery and security operations. Where required by applicable law, we take reasonable steps to provide required notices to individuals when we collect information indirectly, unless a legal exception applies.

### E. Sensitive information

We do not intentionally collect “sensitive” categories of personal information unless necessary to provide the Services, meet legal obligations, or as authorized by a customer in a security engagement (for example, where such information appears in logs or security artifacts). Where required by law, we provide appropriate notices and choices.

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## 2) How We Use Information

We may use information to:

- **Provide and operate the Services** (including onboarding, service delivery, responding to requests, and managing customer relationships).
- **Improve and protect the Services** (debugging, analytics, performance, preventing fraud/abuse, and securing systems).
- **Communicate with you** (service notices, administrative messages, and responding to inquiries).
- **Send marketing communications** (where permitted). You can opt out at any time (see Section 8).
- **Comply with legal obligations** and enforce our agreements.

**Automated Processing (AI/ML):** We use automated tools and AI/ML to analyze security telemetry and prioritize potential threats. These tools are used to increase efficiency and detection accuracy; however, all significant security decisions and material actions (such as incident response steps) are reviewed and validated by our human analysts before execution, unless you have specifically authorized automated remediation in your service configuration.

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## 3) How We Share Information

We may disclose information to:

**Service providers** who help us run our business (e.g., hosting, analytics, customer support tools, security tooling, payment processors). They may process information only under our instructions for business purposes.

**Business customers (our clients)** if you interact with us through a client engagement (e.g., you are an employee/end user of a customer and your information is included in service delivery or support).

**Legal and safety reasons** to comply with law, lawful requests, court orders, or to protect rights, safety, and security.

**Business transfers** in connection with a merger, acquisition, financing, reorganization, or sale of assets.

We do not share personal information for third parties' independent marketing purposes without permission.

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## 4) International Data Transfers

We are based in the United States and may process and store information in the U.S. and other locations where we or our service providers operate. Where required by law, we use appropriate safeguards for cross-border transfers.

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## 5) Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect information, such as access controls, encryption where appropriate, and security monitoring. No method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

### Security Philosophy / Vulnerability Reporting

As a cybersecurity provider, we treat your data with the same rigor we apply to our clients' environments. If you believe you have found a security vulnerability in our Site or Services, please contact us immediately so we can investigate and remediate.

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## 6) Customer Data and Security Engagements (B2B)

If we process information as part of delivering cybersecurity services to a business customer (“**Customer Data**”), our handling of that data is governed by the applicable contract (and any Data Processing Addendum) with that customer. In those cases, the customer is typically responsible for notices and responding to privacy rights requests relating to Customer Data.

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## 7) Data Retention

We retain information only as long as reasonably necessary for the purposes described in this Policy, including to provide the Services, comply with legal obligations, resolve disputes, and enforce agreements. Retention periods may vary based on the type of data, engagement requirements, and legal obligations.

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## 8) Your Choices and Rights

**Marketing emails:** You can opt out by using the unsubscribe link in marketing emails or contacting us.

**Access, correction, deletion:** You may request access to, correction of, or deletion of your personal information, subject to legal and contractual limitations.

### U.S. State Privacy Rights (as applicable)

Depending on where you live and applicable law, you may have rights to:

- **Access/know** the personal information we hold about you
- **Correct** inaccurate personal information
- **Delete** personal information (subject to exceptions)
- **Obtain a copy** of your information (data portability)
- **Opt out** of certain processing, which may include:
  - targeted advertising
  - sale of personal information
  - sharing for cross-context behavioral advertising (where applicable)

- profiling/automated processing that produces legal or similarly significant effects (where applicable)
- **Appeal** certain decisions we make about your rights request (where required)

**Non-discrimination:** We will not discriminate against you for exercising applicable privacy rights.

To exercise applicable rights, contact us using Section 13. We may verify your request and you may use an authorized agent where permitted.

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## 9) Cookie Notice (Cookies & Tracking)

We use cookies and similar technologies to operate the Site and understand usage.

### Types of cookies we may use:

- **Strictly necessary:** required for basic site functionality and security.
- **Analytics/performance:** help us understand traffic and improve the Site.
- **Functional:** remember preferences (where applicable).
- **Advertising (if used):** measure campaigns or show relevant ads.

### Your controls:

- You can manage cookies through your browser settings and delete existing cookies.
  - Where required, we will request consent for non-essential cookies via a cookie banner/manager.
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## 10) Third-Party Links

The Site may contain links to third-party sites. We are not responsible for their privacy practices. Please review their policies.

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## 11) Children's Privacy

Our Services are not directed to children under 13, and we do not knowingly collect personal information from children under 13. If you believe a child has provided us information, contact us and we will take appropriate steps to delete it.

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## 12) Changes to This Policy

We may update this Privacy Policy from time to time. The "Last Updated" date indicates when it was most recently revised. Material changes will be posted on this page. **This policy and its updates are reviewed and approved by SecureNexa personnel to ensure accuracy and human oversight of our privacy practices.**

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## 13) Contact Us

**SecureNexa LLC**

**71 Stevenson St, Suite 400, San Francisco, CA 94105, United States**

For privacy requests or questions, please contact us via our **website contact page**.