

ASCENT FABRICATION

Website Privacy Policy

Privacy Policy

Company	Ascent Fabrication Inc.
Effective Date	January 1 2026
Website	https://www.ascentfab.com
Contact Email	support@ascentfab.com

Ascent Fabrication Inc. (“Ascent Fabrication,” “we,” “our,” or “us”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect information when you visit our website, submit a quote request, place an order, upload files, complete a work order form, contact us, or otherwise interact with our services.

By using our website or submitting information to us, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect information that you provide directly to us, information collected automatically through the website, and information related to orders, quotes, and fabrication services.

Information you provide directly

- Name
- Company or organization name
- Job title or role
- Email address
- Phone number
- Billing address
- Shipping address
- Purchase order number or reference number
- Project details
- Quote request information
- Order information
- Product selections
- Quantity, timeline, and material preferences
- Work order details
- Uploaded files, including CAD files, STL files, OBJ files, STEP files, ZIP files, images, PDFs, scans, and related project documents
- Any notes or messages you submit through forms on our website

P&O work order information

If you submit prosthetic or orthotic work order information, we may collect information necessary to process the order, such as:

- Clinic or facility name

- Clinician or requester contact information
- Patient initials, patient ID, or clinic reference ID
- Device type
- Side or laterality
- Measurements
- Material preferences
- Design or fabrication instructions
- Uploaded scan files, CAD files, reference photos, or other fabrication-related documents

We recommend that you avoid submitting full patient names or unnecessary patient-identifying information unless it is required for the fabrication workflow and authorized by your organization.

Payment and invoicing information

We may use third-party payment and accounting providers, such as QuickBooks, to issue invoices and collect payment. We may collect or process:

- Customer name
- Company name
- Billing contact
- Billing address
- Invoice details
- Payment status
- Transaction references

We do not directly store full credit card or bank account details on our website. Payments are processed through third-party payment processors, subject to their own privacy and security practices.

Automatically collected information

When you visit our website, certain information may be collected automatically, including:

- IP address
- Browser type
- Device type
- Operating system
- Pages visited
- Referring website
- Time and date of visit
- Approximate location based on IP address
- Website interaction data

This information may be collected through cookies, analytics tools, hosting providers, or other website technologies.

2. How We Use Information

We may use collected information to:

- Respond to quote requests
- Review uploaded CAD, scan, or project files
- Process work orders
- Create estimates, invoices, and order records
- Communicate with you about your project, order, or inquiry

- Provide fabrication, engineering, design, or production services
- Arrange shipping and delivery
- Provide customer support
- Improve our website, forms, services, and internal workflows
- Maintain business records
- Prevent fraud, misuse, or unauthorized access
- Comply with legal, accounting, tax, and regulatory obligations

We may also use aggregated or de-identified information to analyze website performance, improve service offerings, or understand customer needs.

3. How We Share Information

We do not sell your personal information.

We may share information with trusted third parties only when necessary to operate our business, provide services, or comply with legal obligations. These third parties may include:

- Website hosting providers
- Form submission and automation providers
- Cloud storage providers
- Customer relationship management tools
- Accounting and invoicing platforms
- Payment processors
- Shipping carriers
- Email service providers
- IT and cybersecurity providers
- Professional advisors, such as accountants, attorneys, or consultants
- Manufacturing, design, or fabrication partners, when needed to complete your project

We may also disclose information if required by law, court order, subpoena, government request, or to protect the rights, property, or safety of Ascent Fabrication, our customers, or others.

4. File Uploads and Project Confidentiality

When you upload CAD files, scan files, drawings, images, PDFs, or other project documents, we use those materials to evaluate, quote, manufacture, or support your requested project.

We treat submitted project files as confidential business information and do not use them for unrelated purposes without permission. However, you should not submit information that you are not authorized to share.

If you require a separate non-disclosure agreement before submitting files, please contact us before uploading project materials.

5. Prosthetic, Orthotic, and Health-Related Information

Ascent Fabrication may receive information related to prosthetic or orthotic fabrication, including limb scans, measurements, device instructions, or other clinical fabrication details.

Unless a separate written agreement states otherwise, our website is intended for fabrication intake and business communication, not for storing or transmitting comprehensive medical records.

Clinics, providers, and other submitting parties are responsible for ensuring they have the authority to share any patient-related information with Ascent Fabrication for fabrication purposes.

We encourage the use of patient initials, clinic reference numbers, or de-identified identifiers whenever practical.

6. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Operate the website
- Remember preferences
- Improve performance
- Understand website traffic
- Analyze user behavior
- Support advertising or remarketing, if enabled

You can adjust your browser settings to refuse or delete cookies. Some parts of the website may not function properly if cookies are disabled.

If we use third-party analytics or advertising tools, those providers may collect information according to their own privacy policies.

7. Email Communications

If you submit a form, request a quote, place an order, or contact us, we may email you regarding your inquiry, order, invoice, project, or related services.

We may also send occasional business updates or marketing communications if you have opted in or if permitted by law. You may unsubscribe from marketing emails at any time by using the unsubscribe link or contacting us directly.

Transactional emails related to quotes, invoices, orders, or customer service may still be sent as needed.

8. Data Security

We take reasonable administrative, technical, and physical measures to help protect personal information and project files from unauthorized access, disclosure, alteration, or destruction.

These safeguards may include controlled access, secure third-party platforms, password protection, encryption where available, and internal procedures for handling submitted files.

No website, email system, file upload system, or internet transmission is completely secure. You submit information at your own risk.

9. Data Retention

We retain information for as long as necessary to:

- Respond to inquiries
- Complete quotes, orders, and fabrication work
- Maintain customer records
- Comply with accounting, tax, legal, and regulatory requirements
- Resolve disputes

- Enforce agreements
- Support future reorders or related customer service

Uploaded files and work order information may be retained for repeat fabrication, quality control, documentation, or customer support unless deletion is requested and we are legally or operationally able to delete the information.

10. Your Choices and Rights

Depending on where you live, you may have rights related to your personal information, such as the right to:

- Request access to personal information we maintain about you
- Request correction of inaccurate information
- Request deletion of certain information
- Opt out of certain marketing communications
- Ask questions about how your information is used

To make a request, contact us using the information below.

We may need to verify your identity before fulfilling certain requests. We may also retain information when required for legal, accounting, security, or legitimate business reasons.

11. Children's Privacy

Our website and services are intended for businesses, clinicians, manufacturers, and professional customers. They are not directed to children under 18, and we do not knowingly collect personal information directly from children under 18.

If you believe a child has provided personal information through our website, please contact us so we can review and delete the information if appropriate.

12. Third-Party Websites and Services

Our website may contain links to third-party websites, platforms, payment portals, file sharing services, or other tools. We are not responsible for the privacy practices, content, or security of third-party websites or services.

Examples may include payment processors, QuickBooks, shipping providers, Webflow, Google, cloud storage platforms, CRM systems, analytics tools, or form automation platforms.

You should review the privacy policies of any third-party services you use.

13. International Users

Ascent Fabrication is based in the United States. If you access our website from outside the United States or submit information from another country, your information may be processed and stored in the United States or in other locations where our service providers operate.

By using our website or submitting information, you understand that your information may be transferred to and processed in the United States.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will update the “Effective Date” above.

Your continued use of the website after an updated Privacy Policy is posted means you accept the revised policy.

15. Contact Us

If you have questions about this Privacy Policy or how your information is handled, contact us at the email address provided at the beginning of this document.