Privacy Policy

Suzhou Ruibo Machinery & Electronics Co., Ltd.

Your privacy is important to us. At Suzhou Ruibo Machinery & Electronics Co., Ltd., we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website or contact us.

1. Information Collection and Use

Suzhou Ruibo Machinery & Electronics Co., Ltd. is responsible for the personal information collected through this website.

We collect information that you voluntarily provide to us through email, contact forms, or other direct communications. This may include your name, company name, email address, phone number, and other information you choose to share with us.

We use this information to respond to your inquiries, provide product information and quotations, offer technical support, communicate with you regarding business relationships, process orders and deliveries, and improve our products and services.

If you place an order with us, we may collect additional information necessary for order processing and delivery, such as your shipping address, contact details, order information, and payment records.

We maintain business records, which may include order dates, customer and company names, products purchased, shipping addresses, contact details, payment status, shipping dates, and tracking numbers. This information is stored securely and used for order management, customer service, and future reference when necessary.

We do not sell or rent your personal information to third parties. We only share information when necessary to fulfill your requests, process orders, arrange deliveries, comply with legal obligations, or protect our legitimate business interests.

For private label and OEM customers, we take confidentiality seriously and do not disclose their confidential business information, product details, or related arrangements without authorization, unless required by law.

We may occasionally contact you by email regarding product updates, new products, business information, or changes to this Privacy Policy. You may opt out of marketing communications at any time by contacting us.

2. Your Access to and Control Over Information

You may contact us at any time to ask what personal information we hold about you, request corrections to inaccurate or incomplete information, request deletion of your personal information where legally permitted, withdraw your consent to certain communications, or raise any concerns about how we use your information.

Please contact us using the email address or telephone number provided below.

We may retain certain information when necessary to fulfill contractual obligations, maintain business records, or comply with applicable legal requirements.

3. Cookies and Third-Party Services

Our website may use cookies and third-party services provided by Google and LinkedIn to analyze website traffic, understand visitor behavior, and measure the effectiveness of our marketing campaigns.

These services may collect certain information automatically, including your IP address, browser type, device information, pages visited, time spent on our website, and interactions with website content.

We may use these services to analyze website traffic and visitor activity, understand how visitors find and use our website, measure the performance of our online advertising campaigns, and improve our website content and marketing activities.

Google and LinkedIn may process collected information in accordance with their respective privacy policies. We do not control how these third-party providers independently collect or process information.

You can manage or disable cookies through your browser settings. Where required by applicable law, we will obtain your consent before using non-essential cookies or similar tracking technologies.

For more information, please refer to their privacy policies:

Google Privacy Policy: https://policies.google.com/privacy

LinkedIn Privacy Policy: https://www.linkedin.com/legal/privacy-policy

4. Security

Suzhou Ruibo Machinery & Electronics Co., Ltd. takes reasonable measures to protect your personal information against unauthorized access, disclosure, alteration, or loss.

We limit access to personal information to employees who need it for business purposes, such as sales, order processing, customer service, and shipping.

Our website uses HTTPS to help protect information transmitted through the website. However, no method of internet transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

Please note that our website does not process online payments or collect credit card details. Payment arrangements are handled separately through direct business communications.

5. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business practices or applicable legal requirements. Any updates will be posted on this page.

6. Contact Us

If you have any questions, requests, or concerns regarding this Privacy Policy or how we handle your personal information, please contact us:

Suzhou Ruibo Machinery & Electronics Co., Ltd.

Website: www.rbowasher.com

Email: jack@rbo-global.com

Telephone: +86 512-68380858-812

7. Our Commitment to Your Privacy

We are committed to respecting and protecting your privacy. We communicate our privacy and security practices to relevant employees and take reasonable steps to ensure that personal information is handled responsibly and confidentially.