



Privacy Policy

Effective Date: December 1, 2026

This Privacy Policy explains how Omegagen LLC collects, uses, shares, and protects personal information when you visit our websites, communicate with us, create or administer an account, or otherwise interact with us in our own capacity.

If your organization uses an Omegagen service, information entered into that service for the organization is generally Customer Data. Omegagen processes Customer Data on the organization's documented instructions under the Customer Terms and Data Processing Terms, rather than under this Privacy Policy. If you have questions about Customer Data, please contact the organization that provided it.

1. Information We Collect

Information you provide. We may collect contact and account information, such as your name, work email address, telephone number, organization, job title, account credentials, and communications you send to us. When you purchase or administer the Service, we may also collect subscription, billing, payment-status, and transaction information. Payment-card information is handled by the applicable payment processor and should not be submitted through the Service unless expressly supported.

Information collected automatically. When you visit our websites or use an account, we may collect device, browser, network, log, authentication, security, and usage information. This information may include IP address, browser type, operating system, pages or features used, dates and times of access, and diagnostic information. We use cookies or similar technologies that are necessary to operate, secure, remember preferences for, and measure the performance of our websites and services.

Information from others. We may receive business contact, account, or transaction information from your organization, authorized users, service providers, referral partners, or public sources where permitted by law.

2. How We Use Information

We use personal information to:

- provide, administer, authenticate, secure, support, and improve our websites and services;
- respond to requests, communications, and customer-support inquiries;
- process orders, manage subscriptions, send service and administrative messages, and maintain business records;
- monitor for fraud, misuse, security incidents, and technical problems;
- comply with legal obligations, enforce our agreements, and protect the rights, safety, and property of Omegagen, our customers, and others; and
- perform other activities with your consent or as otherwise permitted by applicable law.

3. How We Share Information

We may share personal information with the following categories of recipients, as necessary for the purposes described in this Policy:

- service providers that support hosting, infrastructure, identity and access management, payment processing, communications, customer support, security, and professional services;
- your organization and its authorized administrators when information relates to an organization-managed account;
- professional advisers, insurers, auditors, and financing or transaction counterparties subject to appropriate confidentiality obligations;
- government authorities, law enforcement, or other parties when required by law or when reasonably necessary to protect rights, safety, or security; and
- a buyer, successor, or other participant in a merger, financing, reorganization, acquisition, or sale of all or part of our business.

We do not sell Customer Data or use Customer Data for advertising, behavioral profiling, or targeted advertising. We do not sell or share personal information collected under this Policy for cross-context behavioral advertising.

4. Customer Data and Business Customers

When Omegagen provides the Service to a business customer, that customer determines the purposes and means of processing Customer Data. Omegagen acts as a processor or service provider for Customer Data as described in the Customer Terms and Data Processing Terms. Customer Data may include information about the customer's personnel, parents or guardians, prospective customers, and children, depending on how the customer uses the Service. Omegagen's commitments for Customer Data, including security, subprocessors, incident notices, return, and deletion, are stated in those Terms.

5. Cookies and Similar Technologies

Cookies and similar technologies help us provide secure, functioning websites and services, remember settings, and understand how our websites and services are used. You may be able to control cookies through your browser settings. Disabling certain cookies may affect the availability or functioning of parts of our websites or services. Where law requires consent for non-essential cookies, we will provide the required choice mechanism before using them.

6. Data Retention and Security

Retention. We retain personal information for as long as reasonably necessary for the purposes described in this Policy, including to provide services, maintain records, resolve disputes, enforce agreements, and meet legal obligations. Customer Data is retained and deleted as described in the Customer Terms and Data Processing Terms, including the applicable 90-day post-termination deletion period and secure backup lifecycle.

Security. We use reasonable and appropriate administrative, technical, and physical safeguards designed to protect personal information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Your Privacy Choices and Rights

Depending on where you live and the nature of our processing, you may have rights to request access to, correction of, deletion of, or a portable copy of your personal information. You may also have a right to opt out of certain processing, such as targeted advertising, the sale of personal information, or certain profiling. We will not discriminate against you for exercising applicable privacy rights.

To submit a request, email support@omegagen.net with the subject line "Privacy Request." Please describe your request and provide enough information for us to verify your identity and locate the relevant information. We may request additional verification where permitted by law. You may use an authorized agent where applicable law permits, subject to verification of the agent's authority.

Appeals. If we deny a privacy request, you may appeal by replying to our decision or emailing support@omegagen.net with the subject line "Privacy Appeal." We will review the appeal and provide information about further options available to you where required by applicable law.

8. Children's Privacy

Our websites and services are not directed to children for direct use. We do not knowingly collect personal information directly from children through a child-directed service. If Omegagen plans to enable a feature that collects personal information directly from children, we will implement the required child-privacy controls and provide any required notices before that collection begins. If you believe that a child has provided personal information directly to Omegagen in error, contact support@omegagen.net.

9. Changes to This Policy

We may update this Privacy Policy from time to time. If we make a material change, we will provide notice as required by applicable law. The Effective Date at the top of this Policy shows when it was last revised.

10. Contact Us

For privacy questions or requests, contact Omegagen LLC at support@omegagen.net.