

SIGMA TRADERS USA

PRIVACY POLICY

Website, business inquiry, transaction, and data-handling terms

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Operator: Lawwamah Enterprises LLC, a Texas limited liability company operating under the Sigma Traders USA brand

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PRIVACY POLICY

This Privacy Policy explains how Lawwamah Enterprises LLC, operating under the Sigma Traders USA brand ("Sigma Traders USA," "Sigma," "we," "us," or "our"), collects, uses, discloses, retains, and protects information in connection with the Sigma Traders USA website, business inquiries, commercial relationships, and related communications.

1. Scope and Intended Use

This Policy applies to information relating to prospective and current business customers, suppliers, distributors, service providers, credential requestors, commercial partners, and their individual representatives. It also applies to personal information we receive from other visitors or individuals interacting with the website.

The website is intended primarily for business, commercial, institutional, professional, governmental, and qualified resale use. It is not intended to facilitate purchases primarily for personal, family, or household use. This business focus does not exclude personal information from the protections described in this Policy.

2. Information We Collect

Business and contact information. We may collect legal business name, trade name or DBA, organization type, registration jurisdiction, business address, website, contact names, job titles, business email addresses, telephone numbers, and other business-identification information.

Quote, product, and transaction information. We may collect product descriptions, manufacturer part numbers, quantities, specifications, intended use, resale channel, delivery destination, purchase-order information, quotation history, order and invoice references, payment status, shipment information, and related communications.

Supplier and credentials information. We may collect supplier type, product categories, brands represented, territory, channel restrictions, account-opening requirements, business credentials, requested documents, request purpose, recipient details, and verification records.

Returns and claims information. We may collect order and invoice references, affected products, quantities, delivery records, photographs, Bills of Lading, carrier information, packaging details, descriptions of damage or shortage, and requested resolutions.

Technical information. Our hosting, security, and website-service providers may process limited technical information such as IP address, browser and device type, requested pages, timestamps, referring URL, error logs, security events, and similar operational information.

Commercial credit information. Sigma Traders USA does not currently collect full Social Security numbers or personal consumer-credit reports through the public website. If a commercial credit program is introduced, highly sensitive identity or credit information will be collected through a separate secure process governed by additional notices and authorizations. Such information should not be sent through ordinary email or a general public form.

3. How We Collect Information

We collect information directly when a person submits a quote request, supplier partnership inquiry, credentials request, returns or claims request, contacts us, provides transaction information, uploads documents, accepts a quotation, or otherwise communicates with us. We may also receive information from suppliers, carriers, fulfillment providers, payment providers, professional advisers, business-reference sources, and other parties involved in a request or transaction.

Limited technical information may be collected automatically by our website, hosting, security, and infrastructure providers for website operation, security, troubleshooting, and performance.

4. How We Use Information

We may use information to:

- respond to inquiries and prepare commercial quotations;
- review products, quantities, supplier availability, documentation, buyer eligibility, and permitted sales channels;
- evaluate supplier and business relationships;
- verify credentials requests and control document disclosure;
- process accepted orders, payments, shipping, delivery, cancellations, returns, claims, credits, and refunds;
- communicate quotations, invoices, order confirmations, shipping updates, credentials notices, claim updates, and other transaction-related information;
- maintain business, tax, accounting, warranty, security, and compliance records;
- detect fraud, misuse, malicious files, and security incidents;
- operate, troubleshoot, and improve the website and business processes;
- comply with legal obligations and establish, exercise, or defend legal claims.

5. Disclosure of Information

We may disclose information, where reasonably necessary, to:

- suppliers, distributors, manufacturers, fulfillment locations, and other supply-chain participants involved in a request or order;
- parcel carriers, freight carriers, customs or logistics providers, and delivery locations;
- website hosting, database, storage, email-delivery, form-security, fraud-prevention, analytics, and technology service providers;
- payment processors, banks, accountants, insurers, attorneys, auditors, and other professional advisers;
- government authorities or other parties where required by law, legal process, safety, fraud prevention, or protection of rights;
- a buyer, successor, investor, or adviser in connection with a proposed or completed merger, financing, sale, reorganization, or transfer of business assets, subject to appropriate confidentiality and legal requirements.

We do not sell personal information for money and do not rent personal information to third-party marketing firms. We do not disclose personal information to third parties for their own independent direct marketing except with authorization or as otherwise described in this Policy.

6. Uploads and Sensitive Information

Users may be permitted to upload product lists, purchase orders, specifications, images, delivery receipts, damage photographs, tax certificates, business credentials, and other supporting files. Users should upload only information reasonably necessary for the request and should remove unrelated sensitive information where practical.

Do not upload or email full Social Security numbers, payment-card details, bank passwords, authentication credentials, or unnecessary personal information unless Sigma Traders USA has specifically provided an approved secure method and requested the information for a legitimate purpose. Uploaded photographs may contain device, location, or other metadata. We may reject, quarantine, or delete malicious, irrelevant, excessive, or prohibited files.

No internet transmission or storage system can be guaranteed to be completely secure. Users should use reasonable caution when submitting confidential or sensitive materials.

7. Cookies, Local Storage, and Analytics

We may use cookies, browser storage, or similar technologies that are necessary for website operation, security, form continuity, preferences, and session integrity. These technologies may support secure sessions, form continuity, and other operational functions.

If we introduce non-essential analytics, advertising, or similar tracking technologies, we will update this Policy and provide any notice or choices required by applicable law. Users can control many cookies through browser settings, although disabling necessary technologies may affect website functionality.

8. Communications and Marketing

We may send transactional and relationship communications concerning a request, quotation, order, invoice, shipment, credentials review, return, claim, or other business interaction. These messages are necessary to administer the applicable request or relationship.

Where permitted by law, we may separately send product, company, or commercial updates. Marketing preferences will be collected separately from required form acknowledgments or transaction acceptance, and recipients may opt out of promotional messages. Opting out of marketing does not prevent transaction-related communications.

9. Retention

Unconverted inquiries. Quote, supplier, credentials, and similar inquiries that do not become transactions are generally retained for 24 to 36 months after the most recent activity, unless a shorter or longer period is reasonably required.

Unconfirmed order drafts. Sales-order drafts that never become accepted transactions and create no payment, supplier, tax, shipment, or dispute record are generally retained for up to 24 months after the most recent activity.

Commercial transaction records. Accepted quotations, orders, invoices, payments, tax documentation, shipments, cancellations, returns, claims, credits, refunds, warranty matters, and related records are generally retained for seven years after the end of the calendar year in which the transaction or related matter is finally closed.

Longer retention. Records may be retained longer where reasonably required for audit, tax, accounting, collection, insurance, fraud prevention, security, litigation, legal process, warranty administration, or another legitimate legal or operational purpose. Deletion may be suspended by a legal or compliance hold.

10. Security

We use reasonable administrative, technical, and organizational safeguards appropriate to the nature of the information and the services involved. These may include encrypted transmission, access restrictions, authentication controls, logging, backups, secure service-provider configurations, and procedures for handling sensitive files.

Access to sensitive information is intended to be limited according to business need. No security system is perfect, and we cannot guarantee absolute security. If a person believes information has been submitted to the wrong recipient or that an account, link, or document may have been compromised, the person should contact us promptly.

11. Requests and Choices

Individuals may contact us to request access to or correction of personal information associated with their business relationship, subject to identity verification, applicable law, and legitimate record-retention requirements. We may request information reasonably necessary to verify the requestor and the requestor's authority.

We may decline or limit a request where necessary to protect another person, preserve transaction or tax records, maintain security, comply with law, prevent fraud, or establish, exercise, or defend legal claims. Requests concerning marketing preferences may be made through the unsubscribe method in the message or by contacting us.

12. Children, Consumer Use, Changes, and Contact

Children. The website is intended for business users and is not directed to children under 13. We do not knowingly collect personal information from children through the website. If we learn that a child has submitted personal information without appropriate authorization, we will take reasonable steps to delete or restrict it as appropriate.

Consumer use. The website is not intended to facilitate personal, family, or household purchases. Information received from a person outside the intended business audience will nevertheless be handled according to this Policy and applicable law.

Changes. We may update this Policy periodically. The revised version will display an updated "Last Updated" date. Where appropriate, we may provide additional notice of material changes. The version in effect when information is collected generally governs that collection, subject to applicable law and any later notice.

Privacy and data requests: legal@sigmatradersusa.com General contact: business@sigmatradersusa.com Mailing address: 5900 Balcones Drive, Suite 27772, Austin, Texas 78731, USA Telephone: +1 856 595 5475

Website operator: Sigma Traders USA is operated by Lawwamah Enterprises LLC, a Texas limited liability company.
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