
Privacy Policy

EFFECTIVE DATE: JULY 16, 2026 | THEONEEXLABS

At **TheoneexLabs** ("we," "our," or "us"), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal and technical information when you visit our website, theoneexlabs.com (the "Site"), or when you engage us for our DevOps, SRE, and Cloud Infrastructure consulting services.

Please read this policy carefully. If you do not agree with the terms of this Privacy Policy, please do not access the Site or utilize our services.

1. Information We Collect

We may collect information about you in a variety of ways. The information we may collect on the Site includes:

A. Personal Data

Personally identifiable information, such as your name, shipping address, email address, and telephone number, and demographic information, such as your age, gender, hometown, and interests, that you voluntarily give to us when you choose to participate in various activities related to the Site, such as contacting us through our online web forms, subscribing to newsletters, or requesting consulting proposals.

B. Derivative and Technical Data

Information our servers automatically collect when you access the Site, such as your IP address, your browser type, your operating system, your access times, and the pages you have viewed directly before and after accessing the Site.

C. Professional and Business Relationship Data

Because we offer specialized B2B DevOps and SRE consulting services, we may collect information regarding your organization, cloud infrastructure metrics, current technical tooling, system architectures, or team workflows during our initial scoping calls and assessment phases.

Important Note on Client Infrastructure Access: This Privacy Policy governs our public-facing website. Any access to, processing of, or handling of client production environments, proprietary codebases, credentials, or production databases is strictly governed by a separate, bilateral **Non-Disclosure Agreement (NDA)** and **Master Services Agreement (MSA)** executed between TheoneexLabs and the client.

2. Use of Your Information

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience. Specifically, we may use information collected about you via the Site to:

- Deliver, manage, and coordinate our DevOps and SRE consulting services.
- Create and manage client inquiries, consultations, and proposals.
- Email you technical updates, security advisories, or information regarding your active consulting projects.
- Respond to your customer service, support, or partnership requests.
- Monitor and analyze usage and trends to improve your experience on our Site.
- Prevent fraudulent transactions, monitor against theft, and protect against criminal activity on our infrastructure.

3. Disclosure of Your Information

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

By Law or to Protect Rights

If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation.

Third-Party Service Providers

We may share your data with third parties that perform services for us or on our behalf, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.

4. Security of Your Information

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

5. Cookies and Tracking Technologies

We may use cookies, web beacons, tracking pixels, and other tracking technologies on the Site to help customize the Site and improve your experience. When you access the Site, your personal information is not collected through the use of tracking technology. Most browsers are set to accept cookies by default. You can remove or reject cookies, but be aware that such action could affect the availability and functionality of the Site.

6. Your Rights (GDPR & International Compliance)

Depending on your location, you may have the following rights regarding your personal data:

- **The right to access** – You have the right to request copies of your personal data.
- **The right to rectification** – You have the right to request that we correct any information you believe is inaccurate.
- **The right to erasure** – You have the right to request that we erase your personal data under certain conditions.
- **The right to restrict processing** – You have the right to request that we restrict the processing of your personal data.

7. Contact Us

If you have questions or comments about this Privacy Policy, please contact us at:

TheoneexLabs

Email: contact@theoneexlabs.com

Website: theoneexlabs.com