

Privacy Policy

Neobotics Foundation Inc.

Effective Date: 3/13/2026 **Last Updated:** 8/29/2026

Neobotics Foundation Inc. (“**Neobotics**,” “**we**,” “**our**,” or “**us**”) respects your privacy and is committed to protecting personal information collected through our website, products, services, customer support, educational programs, events, and business operations.

This Privacy Policy explains how we collect, use, disclose, store, and protect information relating to customers, schools, universities, educational organizations, teams, and other users who interact with Neobotics, including purchasers of the **NeoRacer autonomous car kit** and related products and services.

By using our website, placing an order, creating an account, communicating with us, or otherwise interacting with Neobotics, you agree to the practices described in this Privacy Policy.

If you do not agree with this Privacy Policy, please do not use our website or provide your information to us.

1. Scope of This Privacy Policy

This Privacy Policy applies to information we collect:

- through our website and online storefront;
- through account registration and order forms;
- through customer support, email, phone, or other communications;
- through institutional, school, or organizational purchasing relationships;
- through events, programs, demonstrations, and educational outreach;
- through product-related software, portals, or digital services we operate.

This Privacy Policy does not apply to third-party websites, payment processors, shipping carriers, software platforms, or services that we do not own or control, even if they are linked from our website or used in connection with our services.

2. Information Collected

We may collect the following categories of information.

A. Information from Individuals

If you are an individual customer, parent, educator, coach, student representative, or other user, we may collect:

- name;
- email address;
- phone number;
- billing address;
- shipping address;
- account login information;
- affiliation or organization name;
- purchase history;
- customer service communications;
- information you provide in forms, surveys, event registrations, or support requests.

B. Information from Schools, Universities, Teams, and Other Organizations

If you interact with us on behalf of a school, district, university, robotics team, camp, nonprofit, makerspace, or other institution, we may collect:

- school or organization name;
- billing and shipping addresses;
- account information;
- primary contact name and title;
- email addresses and phone numbers for administrators, teachers, purchasers, or other representatives;
- number of students, team members, participants, or program size information;
- purchase, order, and support history;
- tax-exemption documentation or institutional purchasing records, where applicable;
- other information voluntarily provided in connection with purchasing, support, sponsorship, grants, partnerships, or educational programming.

C. Payment and Transaction Information

When you make a purchase, we or our payment service providers may collect transaction-related information such as:

- billing name and address;
- shipping details;

- order details;
- payment status;
- limited payment metadata.

We do **not** intentionally collect or store full payment card numbers except through secure third-party payment processors as needed to complete transactions.

D. Technical and Website Usage Information

When you use our website or online services, we may automatically collect certain information, such as:

- IP address;
- browser type;
- device type;
- operating system;
- pages viewed;
- dates and times of visits;
- referring website addresses;
- general website interaction data;
- cookie and similar technology data.

E. Communications and Support Information

If you contact us, we may keep records of:

- emails;
- chat messages;
- help requests;
- product issues;
- warranty claims;
- photos, videos, or diagnostic files you submit;
- other information you choose to provide.

3. Information We Do Not Intend to Collect

Neobotics does **not** request Social Security numbers (“SSNs”) from customers, schools, students, parents, or individual users.

Please do not send us Social Security numbers or other highly sensitive personal information unless specifically requested by us for a lawful and necessary reason, which ordinarily we do not anticipate.

If you believe you have accidentally submitted an SSN or other highly sensitive data to us, please contact us immediately at **support@neobotics.org** so we can take appropriate steps.

4. How We Collect Information

We collect information:

- directly from you when you place an order, create an account, fill out a form, sign up for updates, request support, or communicate with us;
- from schools or organizations that purchase from or work with us;
- automatically through cookies, logs, analytics tools, and similar technologies when you use our website;
- from service providers and business partners that help us process orders, provide shipping, handle payments, support customer service, or operate our website;
- from public sources or professional directories when relevant to institutional outreach or partnership development.

5. How We Use Information

We may use information we collect for the following purposes:

- to process and fulfill orders;
- to create and manage accounts;
- to provide products, services, and support;
- to communicate about orders, shipments, returns, warranties, safety notices, product updates, and account matters;
- to respond to questions, requests, and support inquiries;
- to manage relationships with schools, universities, teams, and institutional customers;
- to understand program size, customer needs, and product demand;
- to improve our website, products, services, documentation, and customer experience;
- to administer events, outreach, grants, or educational initiatives;
- to prevent fraud, misuse, unauthorized access, or other harmful activity;
- to comply with legal obligations and enforce our agreements;
- to maintain business records and internal administration;
- to send marketing or promotional communications where permitted by law.

6. Cookies and Similar Technologies

We may use cookies, pixels, analytics tools, and similar technologies to:

- operate and secure our website;
- remember user preferences;
- analyze website traffic and usage patterns;
- improve functionality and performance;
- support marketing and communications efforts.

You may be able to control cookies through your browser settings. However, disabling cookies may affect website functionality.

7. How We Disclose Information

We do not sell personal information. However, we may disclose information in the following circumstances:

A. Service Providers

We may share information with third-party vendors and service providers that perform services for us, such as:

- payment processing;
- order fulfillment;
- shipping and logistics;
- email delivery;
- website hosting;
- cloud storage;
- analytics;
- customer support tools;
- IT and security services.

These providers may access information only as reasonably necessary to perform services for us, subject to contractual or legal restrictions where applicable.

B. Institutional and Authorized Contacts

Where appropriate, we may share relevant account, order, support, or program information with authorized representatives of a school, university, team, or other organization involved in the purchase or use of our products.

C. Legal Compliance and Protection

We may disclose information if we believe in good faith that disclosure is necessary to:

- comply with applicable law, regulation, legal process, or governmental request;
- enforce our contracts, terms, or policies;
- detect, investigate, or prevent fraud, security incidents, or illegal activity;
- protect the rights, safety, and property of Neobotics, our customers, schools, users, or others.

D. Business Transfers

If Neobotics undergoes a merger, acquisition, restructuring, financing transaction, asset sale, or similar corporate event, information may be disclosed as part of that transaction, subject to applicable law.

E. With Consent or Direction

We may disclose information where you or your organization direct us to do so or otherwise consent.

8. Student, Child, and School-Related Privacy

Neobotics may work with schools, educators, and educational organizations. In some cases, schools may provide us with limited school-related or program-related information, such as contact information, shipping information, organization details, or the number of students participating in a program.

Neobotics is not intended to knowingly collect personal information online directly from children under 13 without appropriate authorization where required by law. The Children's Online Privacy Protection Act (COPPA) imposes special rules when an operator collects personal information online from children under 13 or has actual knowledge that it is doing so. Schools may in some cases act in the place of parents for certain school-authorized educational uses, but schools are expected to evaluate the service and provide appropriate notice where required.

If we learn that we have collected personal information online directly from a child under 13 in a manner that requires parental consent and we did not obtain the required consent, we will take appropriate steps to delete or de-identify that information, unless applicable law allows us to retain it.

If you believe a child under 13 may have provided personal information to us improperly, please contact us at [**support@neobotics.org**](mailto:support@neobotics.org).

9. Data Retention

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including to:

- fulfill transactions;
- maintain accounts;
- provide support and warranty service;
- comply with legal, tax, accounting, reporting, and recordkeeping obligations;
- resolve disputes;
- enforce our agreements;

- maintain reasonable business records.

We may retain de-identified or aggregated information for analytics, product improvement, research, and operational purposes where permitted by law.

10. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, and destruction. FTC guidance and many state laws expect businesses handling personal information to maintain reasonable security procedures appropriate to the nature of the data.

However, no method of internet transmission or electronic storage is completely secure. Therefore, we cannot guarantee absolute security.

You are responsible for maintaining the confidentiality of your account credentials and for notifying us promptly of any suspected unauthorized use of your account.

11. Your Privacy Rights

Depending on where you live, you may have certain rights regarding your personal information under applicable law. State privacy laws continue to expand and may provide rights such as access, deletion, correction, portability, and the right to opt out of certain uses or disclosures.

Subject to applicable law, you may have the right to request that we:

- confirm whether we process your personal information;
- provide access to certain personal information we hold about you;
- correct inaccurate personal information;
- delete certain personal information;
- provide a copy of certain personal information in a portable format;
- limit or opt out of certain data uses, where applicable.

To exercise applicable privacy rights, please contact us at support@neobotics.org. We may need to verify your identity before responding.

We may deny a request where permitted by law, including where an exception applies, where we cannot verify your identity, or where the request is manifestly unfounded or excessive.

12. Marketing Communications

We may send you product announcements, newsletters, educational updates, promotional offers, or other marketing communications where permitted by law.

You may opt out of marketing emails by using the unsubscribe link in the message or by contacting us directly. Even if you opt out of marketing messages, we may still send non-marketing communications such as order confirmations, shipping notices, product safety notices, warranty communications, and important account or legal notices.

13. Third-Party Services and Links

Our website or services may contain links to third-party websites, tools, payment processors, learning platforms, social media pages, or other services. We are not responsible for the privacy, security, or content practices of those third parties.

We encourage you to review the privacy policies of any third-party services you use.

14. International Users

Neobotics is based in the United States. If you access our website or provide information from outside the United States, you understand that your information may be transferred to, processed in, and stored in the United States and other jurisdictions where our service providers operate, subject to applicable law.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or business operations.

When we make changes, we will revise the “Last Updated” date above. If required by law, we will provide additional notice or obtain consent.

Your continued use of our website or services after an updated Privacy Policy becomes effective constitutes acceptance of the revised Privacy Policy, to the extent permitted by law.

16. Contact Us

If you have questions about this Privacy Policy or our privacy practices, or if you would like to submit a privacy request, please contact us at:

Neobotics Foundation Inc.

285 3rd St.

Cambridge, MA 02142

Email: support@neobotics.org

Phone: +1 (857) 763-8884

Website: www.neobotics.org