

Privacy Policy

Last Updated: September 19, 2026

This Privacy Policy explains how Shenzhen Towwind Technology Co., Ltd. ("Towwind", "we", "us", or "our") collects, uses, discloses, stores, and protects personal information in connection with <https://tow-wind.com/>, business inquiries, quotations, and related communications.

1 Scope and Controller

Shenzhen Towwind Technology Co., Ltd. is responsible for the personal information described in this Policy. This Policy applies to visitors to the Site and to individuals who contact us about products, applications, quotations, technical support, or business cooperation. It does not replace a separate privacy notice that may apply to employees, job applicants, suppliers, or customers under a specific contract.

2 Information We Collect

Information You Provide

- Contact and business details, including name, company, business email address, telephone number, country or region, and job title when provided.
- Inquiry and application details, including equipment or blower model, application, airflow, pressure, voltage, frequency, duty cycle, operating conditions, project requirements, and message content.
- Files voluntarily uploaded or sent to us, such as nameplate photographs, drawings, specifications, process information, or diagnostic records.
- Communications, quotation requests, order-related correspondence, technical-support records, and records of consent or privacy choices.

Information Collected Automatically

When the Site is used, our systems and service providers may receive technical information such as IP address, browser and device type, operating system, referring page, requested pages, timestamps, approximate location derived from IP address, security events, and server logs. The exact information depends on the hosting, security, and consent-enabled services in use.

Information From Other Sources

We may receive business contact information from a colleague, distributor, trade event, public business source, or service provider. We use such information only where we have a lawful basis and provide required notices.

3 How and Why We Use Information

Purpose	Examples	Typical legal basis where applicable
Respond to requests	Answer inquiries, review application data, recommend products, and prepare quotations.	Steps requested before entering a contract; legitimate interests
Provide products and support	Manage communications, orders governed by separate sales terms, commissioning, warranty, and technical support.	Contract; legitimate interests; legal obligations
Operate and secure	Deliver pages, prevent abuse, diagnose faults, maintain	Legitimate interests; legal obligations

Purpose	Examples	Typical legal basis where applicable
the Site	logs, and protect systems and users.	
Improve our business	Analyze recurring questions, improve products, content, and service quality, using aggregated information where practical.	Legitimate interests; consent where required
Marketing	Send product or company updates only where permitted, with a clear method to unsubscribe.	Consent or legitimate interests where permitted
Compliance and claims	Keep required records, respond to lawful requests, establish rights, and resolve disputes.	Legal obligations; legitimate interests

Where consent is the legal basis, it may be withdrawn at any time without affecting earlier processing. Where we rely on legitimate interests, we consider the expected benefit, necessity, and impact on the individual.

4 How We Disclose Information

We do not sell personal information. We may disclose it only as reasonably necessary to:

- Hosting, website-security, email, cloud-storage, communications, customer-management, analytics, logistics, and professional-service providers acting under appropriate obligations.
- Affiliates, distributors, or technical partners involved in responding to a request, but only to the extent necessary and subject to appropriate confidentiality or data-protection requirements.
- Authorities, courts, regulators, or other parties when disclosure is required by law or reasonably necessary to protect rights, safety, systems, or users.
- A buyer, investor, or successor in connection with a genuine corporate transaction, subject to lawful safeguards.

5 International Transfers

Towwind is based in China and serves customers in multiple countries. Personal information may therefore be processed in China and in countries where our service providers or business partners operate. Where applicable law restricts international transfers, we use an available lawful transfer mechanism and reasonable contractual, organizational, and technical safeguards. Information about the safeguards relevant to a particular request may be obtained through the contact details below.

6 Retention

We retain personal information only for as long as reasonably necessary for the purposes described in this Policy, taking account of the nature of the information, the status of the business relationship, warranty or support needs, security requirements, and legal obligations. As a general operating rule:

- Inquiry and quotation records are normally retained for up to three years after the last substantive contact, unless a longer business, warranty, dispute, or legal need applies.
- Customer, order, warranty, and technical-support records may be retained for the applicable contract, warranty, accounting, tax, limitation, and recordkeeping periods.
- Routine server and security logs are retained for a limited period appropriate to security and diagnostics, unless an incident requires longer preservation.
- Consent and opt-out records may be retained as evidence of the request and our response.

When information is no longer required, we delete or anonymize it in accordance with reasonable operational procedures.

7 Cookies and Similar Technologies

The Site may use cookies and similar technologies for security, operation, preferences, measurement, or embedded content. Non-essential technologies are used only with consent where required. More information and available controls are described in our Cookie Policy and the Site's Cookie Settings.

8 Security

We use reasonable administrative, technical, and organizational measures designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure. No Internet transmission or storage system can be guaranteed to be completely secure. Files submitted through an inquiry form should therefore contain only information reasonably necessary for the request and should not include passwords, payment-card data, government identifiers, export-controlled data, or unrelated confidential personal information.

9 Your Choices and Rights

Depending on applicable law and the circumstances, an individual may have rights to request access, correction, deletion, restriction, portability, or information about processing; to object to certain processing; to withdraw consent; and to complain to a competent data-protection authority. These rights may be subject to lawful exceptions.

Requests may be sent to sales@towwind.com. We may ask for information reasonably necessary to verify identity and understand the request. We will respond within the period required by applicable law. Marketing messages may also be stopped through the unsubscribe method in the message.

10 Children

The Site is intended for business and professional audiences and is not directed to children. We do not knowingly collect personal information from children in violation of applicable law. If such information may have been submitted, please contact us so that we can assess and address it.

11 External Links

The Site may link to third-party websites and services. Their privacy practices are governed by their own notices, and Towwind is not responsible for their independent processing.

12 Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our practices, services, or legal obligations. We will revise the Last Updated date and provide additional notice where required by law.

Contact Us

Questions or requests concerning this document may be sent to:

Shenzhen Towwind Technology Co., Ltd.

No. 188, Shanhai West Road, Shajing Street, Bao'an District, Shenzhen, Guangdong, China

Email: sales@towwind.com

Phone and WhatsApp: +86 151 1110 7705

Website: <https://tow-wind.com/>