

PRIVACY NOTICE

Last updated: July 20, 2026

This notice applies to the website at musashienergysolutions.com (the "Site").

The Site is owned and maintained by Musashi North America, Inc. and presents the products and services of Musashi Energy Solutions. Both entities determine how information collected through the Site is used, and both are responsible for the practices described in this notice. In this notice, "we," "us," and "our" refer to both entities together.

This notice explains what information we collect when you visit the Site, why we collect it, who we share it with, and the choices and rights available to you. If you have questions or wish to exercise any of the rights described here, contact us using the details in Section 12.

1. INFORMATION WE COLLECT

1.1 Information you provide

When you submit a contact form, request a quote or consultation, or otherwise correspond with us, we collect what you choose to give us — typically your name, business email address, telephone number, company name, job title, and the contents of your message.

1.2 Information collected automatically

When you visit the Site we automatically collect:

- **Internet Protocol (IP) address**
- **Device and browser characteristics** — browser type and version, operating system, screen and device attributes, language preferences
- **Usage data** — pages and files viewed, date and time stamps, session duration, referring URLs, actions taken on the Site
- **Approximate geographic location**, derived from IP address, typically at city or region level

1.3 Identification of visiting organizations

Please read this section carefully.

We use a third-party business identification service that matches the IP address of Site visitors against a commercial database of business IP addresses. Where a match is found, we are shown information about the **organization** associated with that IP address — including company name, industry, company size, and location — together with the pages that visitor viewed on our Site.

We use this information for **sales and marketing purposes**, including identifying organizations that may be interested in our products and following up with them.

This process identifies organizations, not individuals. We do not receive your name, your contact details, or any other information identifying you personally through it, and we do not attempt to identify individual visitors from it. We recognize, however, that some jurisdictions treat an IP address as personal information, and we describe this activity here so that you are fully informed of it.

You can prevent this identification — see Section 7.

1.4 Cookies and similar technologies

The Site uses Google Analytics cookies to measure aggregate traffic and Site performance. These cookies last up to 13 months.

The business identification service described in Section 1.3 does not set a cookie and does not place any persistent identifier on your device.

We do not use cookies for advertising, retargeting, or cross-site tracking.

2. HOW WE USE INFORMATION

Purpose	Legal basis, where applicable
Responding to inquiries, quote requests, and consultation requests	Performance of a contract / legitimate interests
Identifying organizations visiting the Site and following up for sales and marketing purposes	Legitimate interests
Measuring and analyzing Site traffic and performance	Legitimate interests
Maintaining the security, availability, and integrity of the Site	Legitimate interests / legal obligation
Complying with legal, regulatory, tax, and accounting obligations	Legal obligation
Establishing, exercising, or defending legal claims	Legitimate interests

Where we rely on legitimate interests, we have assessed that our interest in operating and growing our business does not override your interests, rights, and freedoms. You may object to this processing as described in Section 8.

We do not use automated decision-making that produces legal or similarly significant effects.

3. WHO WE SHARE INFORMATION WITH

3.1 Service providers

We share information with vendors who process it on our behalf, under contract, and only for purposes we specify. These fall into the following categories:

- Website hosting and infrastructure providers
- Website analytics providers
- Business identification and sales intelligence providers
- Customer relationship management and marketing platforms
- Email and communications providers

A current list of the specific vendors we use is available on request. Contact us using the details in Section 12.

We do not sell personal information for monetary consideration.

3.2 Between Musashi entities

Information collected through the Site is shared between Musashi North America, Inc. and Musashi Energy Solutions for the purposes described in Section 2. We may also share it with our parent company, subsidiaries, and other companies under common control within the Musashi group, which we require to handle it consistently with this notice.

3.3 Legal and corporate disclosures

We may disclose information where necessary to comply with applicable law, a court order, subpoena, or governmental or regulatory request; to enforce our agreements or policies; to investigate suspected fraud or threats to the safety of any person; or in connection with a merger, acquisition, financing, or sale of business assets.

4. INTERNATIONAL TRANSFERS

Our servers are located in North America, and information collected through the Site is processed in the United States. Certain service providers may process information in other jurisdictions.

If you access the Site from outside North America, your information will be transferred to and processed in the United States, which may not provide the same level of data protection as the laws of your country. Where required, we implement appropriate safeguards for such transfers, including standard contractual clauses.

5. HOW LONG WE KEEP INFORMATION

We keep personal information only as long as necessary for the purposes described in this notice, or longer where required by law for tax, accounting, or legal purposes.

Site analytics and business identification data is retained by the service providers described in Section 3.1 in accordance with their own retention practices and our agreements with them. Google Analytics cookies expire after up to 13 months.

Inquiry and contact records are retained for the duration of the business relationship and for a reasonable period thereafter.

When we no longer have a legitimate need to process personal information, we delete or anonymize it. Where deletion is not immediately possible — for example, where information is held in backup archives — we securely store and isolate it from further processing until deletion is possible.

You may request deletion of information about you at any time. See Section 8.

6. HOW WE PROTECT INFORMATION

We maintain technical and organizational measures designed to protect personal information against unauthorized access, disclosure, alteration, and destruction. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. Transmission of information to and from the Site is at your own risk.

7. YOUR CHOICES

Business identification. You can prevent the identification described in Section 1.3 by browsing from a network whose IP address is not associated with your organization, or by using a VPN or a privacy-focused browser. Many browsers and browser extensions block this category of script by default.

Analytics. You can opt out of Google Analytics using the browser add-on available at <https://tools.google.com/dlpage/gaoptout>.

Cookies. Most browsers allow you to refuse or delete cookies through their settings. Refusing cookies may affect some Site functionality.

Marketing communications. Every marketing email we send includes an unsubscribe link. You can also contact us directly using the details in Section 12.

8. YOUR PRIVACY RIGHTS

Depending on where you live, you may have some or all of the following rights:

- **Access** — confirmation of whether we process information about you, and a copy of it
- **Correction** — to have inaccurate or incomplete information corrected
- **Deletion** — to request deletion of information about you
- **Portability** — to receive information you provided in a structured, machine-readable format
- **Objection** — to object to processing based on legitimate interests, including for direct marketing
- **Restriction** — to request that we limit processing in certain circumstances
- **Withdrawal of consent** — where processing is based on consent, to withdraw it at any time, without affecting the lawfulness of processing before withdrawal
- **Non-discrimination** — not to receive discriminatory treatment for exercising your rights

To exercise any of these rights, contact us using the details in Section 12. We will respond within the period required by applicable law. We may need to verify your identity before acting on a request, and we will not charge a fee unless a request is manifestly unfounded or excessive.

You may authorize an agent to submit a request on your behalf. We may require proof of the agent's authorization and verification of your identity.

Complaints. If you are in the EEA or UK, you have the right to complain to your local supervisory authority. If you are in Canada, you may complain to the Office of the Privacy Commissioner of Canada or, in Quebec, to the Commission d'accès à l'information du Québec.

9. UNITED STATES STATE PRIVACY RIGHTS

This section applies to residents of California and of other states with comprehensive privacy laws, including Colorado, Connecticut, Virginia, Utah, and Texas.

9.1 Categories of information collected

In the past twelve months we have collected the following categories of personal information:

Category	Collected	Source	Purpose
Identifiers (name, email, phone, IP address)	Yes	Directly from you; automatically from your device	Responding to inquiries; sales and marketing; security

Category	Collected	Source	Purpose
Commercial information (products or services of interest)	Yes	Directly from you; Site activity	Responding to inquiries; sales and marketing
Internet activity (browsing on our Site, referring URLs)	Yes	Automatically from your device	Analytics; sales and marketing; security
Geolocation (approximate, IP-derived)	Yes	Automatically from your device	Analytics; sales and marketing
Professional or employment information (company, job title)	Yes	Directly from you; third-party business database	Responding to inquiries; sales and marketing
Sensitive personal information	No	—	—
Biometric information	No	—	—

We do not knowingly collect personal information from anyone under 16.

9.2 Sale and sharing

We do not sell personal information for monetary consideration. If you wish to opt out of any sale or sharing of your personal information, contact us at info@musashina.com or using the details in Section 12, and we will process your request.

9.3 Your rights

California and other state residents have the rights listed in Section 8, including the rights to know, delete, correct, opt out of sale or sharing, and limit the use of sensitive personal information. Submit requests using the details in Section 12.

9.4 Shine the Light

California Civil Code Section 1798.83 permits California residents to request, once per year and free of charge, information about categories of personal information disclosed to third parties for their direct marketing purposes. Submit such requests in writing using the details in Section 12.

10. CANADIAN PRIVACY RIGHTS

We handle the personal information of Canadian residents in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and, for Quebec residents, the Act respecting the protection of personal information in the private sector as amended by Law 25.

Privacy Officer. Inquiries and requests relating to Canadian privacy law may be directed to:

Privacy Officer
Musashi North America, Inc.
50 West Big Beaver Rd., Suite 100
Troy, MI 48084, United States
info@musashina.com

Technology that identifies or profiles. The business identification technology described in Section 1.3 identifies organizations rather than individuals, and does not set a cookie or other persistent identifier. If you do not wish this technology to operate during your visit, see Section 7, or contact us using the details in Section 12 and we will exclude your organization from identification.

Rights. Canadian residents have the rights described in Section 8, including access, correction, and withdrawal of consent. Quebec residents additionally have the right to data portability and the right to request that information about them be de-indexed or that its dissemination cease.

11. AUTOMATED PRIVACY SIGNALS

No uniform industry standard for Do Not Track (DNT) browser signals has been adopted, and we do not currently respond to DNT signals.

12. HOW TO CONTACT US

Musashi North America, Inc. 50 West Big Beaver Rd., Suite 100 Troy, MI 48084 United States

Email: info@musashina.com

13. CHANGES TO THIS NOTICE

We may update this notice from time to time. The updated version will be indicated by a revised "Last updated" date and takes effect when posted. If we make material changes, we will provide more prominent notice. We encourage you to review this notice periodically.