

# xFix Technologies Privacy Policy

**Last Updated:** January 20, 2025

## 1. Introduction

xFix Technologies ("xFix," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website, applications, software, or services (collectively, the "Services").

By using the Services, you consent to the data practices described in this Privacy Policy. If you do not agree with the data practices described in this Privacy Policy, you should not use the Services.

## 2. Information We Collect

### 2.1. Information You Provide to Us:

- **Account Information:** When you create an account, we collect your name, email address, and password.
- **Vehicle Information:** When you use our diagnostic services, we collect information about your vehicle, including year, make, model, VIN, and any information you provide about the vehicle's problems.
- **Contact Information:** If you contact us for support or other inquiries, we collect your name, email address, and any other information you provide in your communication.

### 2.2. Information We Collect Automatically:

- **Usage Data:** We collect information about how you use the Services, including the features you use, the pages you visit, the time and date of your use, and your device's IP address.
- **Device Information:** We collect information about your device, including the type of device, operating system, browser type, and unique device identifiers.
- **Cookies and Similar Technologies:** We use cookies and similar technologies to collect information about your browsing activity and preferences.

### 3. How We Use Your Information

We use the information we collect for the following purposes:

- **Provide and Improve the Services:** To operate and maintain the Services, provide customer support, and improve the functionality and performance of the Services.
- **Personalize Your Experience:** To tailor the content and features of the Services to your interests and preferences.
- **Communicate with You:** To send you service-related communications, such as updates, security alerts, and account notifications.
- **Marketing Communications:** With your consent, to send you marketing emails about new products, services, and promotions.
- **Legal Compliance:** To comply with applicable laws and regulations.

### 4. How We Disclose Your Information

We may disclose your information to the following third parties:

- **Service Providers:** We may share your information with third-party service providers who perform services on our behalf, such as payment processing, data analytics, and email marketing.
- **Business Partners:** We may share your information with business partners who offer products or services that may be of interest to you.
- **Legal Authorities:** We may disclose your information to legal authorities if required to do so by law or in the good faith belief that such action is necessary to comply with a legal obligation, protect and defend our rights or property, or protect the personal safety of users of the Services or the public.

### 5. Data Security

We take reasonable measures to protect your information from unauthorized access, use, or disclosure. However, no method of transmission over the Internet or method of electronic storage is completely secure. Therefore, while we strive to use commercially acceptable means to protect your information, we cannot guarantee its absolute security.

## 6. Your Privacy Choices

- **Account Information:** You can update your account information by logging into your account and accessing your profile settings.
- **Marketing Communications:** You can opt-out of receiving marketing emails by clicking the "unsubscribe" link at the bottom of any marketing email.
- **Cookies:** You can disable cookies in your browser settings. However, please note that disabling cookies may affect the functionality of the Services.

## 7. Indemnity

You agree to defend, indemnify, and hold harmless xFix Technologies, its affiliates, licensors, and service providers, and its and their respective officers, directors, employees, contractors, agents, licensors, suppliers, successors, and assigns from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses, or fees (including reasonable attorneys' fees) arising out of or relating to your violation of this Privacy Policy or your use of the Services, including, but not limited to, your user contributions, any use of the Services' content, services, and products other than as expressly authorized in this Privacy Policy, or your use of any information obtained from the Services.

## 8. Children's Privacy

The Services are not intended for use by children under the age of 13. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes to this Privacy Policy, we will post the updated Privacy Policy on the xFix website and update the "Last Updated" date at the top of this page. Your continued use of the Services following the posting of revised Privacy Policy means that you accept and agree to the changes.