

# FiXA Privacy Policy

Last Updated: February 4, 2026

FixAI Corp. ("FiXA," "we," "us," "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our website, mobile application, and related services (collectively, the "Service").

By using the Service, you consent to the practices described in this Privacy Policy.

## 1. Information We Collect

### 1.1 Information You Provide Directly

When you use the Service, you may provide us with:

- Contact Information: Name, email address, phone number, zip code, and address
- Issue Information: Descriptions of home issues, photos you upload, answers to diagnostic questions
- Availability: Your preferred times for contractor contact
- Feedback: Reviews, ratings, and comments about contractors or the Service

### 1.2 Information Collected Automatically

When you access the Service, we automatically collect:

- Device Information: IP address, browser type, operating system, device identifiers
- Usage Data: Pages viewed, features used, time spent, clickstream data
- Location Data: Approximate location based on IP address or zip code you provide
- Cookies: See Section 7 below

### 1.3 Information from Third Parties

We may receive information about you from:

- Contractors: If you work with a contractor through our Service, they may provide us with feedback or updates
  - Affiliates: If you purchase products through our Amazon affiliate links, Amazon may share limited purchase data
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## 2. How We Use Your Information

We use your information to:

### 2.1 Provide the Service

- Analyze your home issues and provide diagnostic information
- Generate cost and time estimates
- Provide DIY repair guides and educational content
- Connect you with independent contractors in our network
- Facilitate communication between you and contractors
- Process your requests and respond to inquiries

### 2.2 Improve the Service

- Understand how users interact with the Service
- Improve our diagnostic algorithms and recommendations
- Develop new features and content
- Conduct research and analytics

### 2.3 Communicate with You

- Confirm your requests and contractor connections
- Follow up on your repair experience
- Request feedback and reviews
- Send service-related announcements
- Respond to your questions or concerns

### 2.4 Safety and Security

- Verify contractor credentials
- Detect and prevent fraud or abuse
- Enforce our Terms of Service
- Protect the rights and safety of users and third parties

### 2.5 Legal Compliance

- Comply with legal obligations
- Respond to legal requests and prevent harm

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## 3. How We Share Your Information

### 3.1 With Service Contractors

When you request a professional connection, we share the following information with the contractor you're matched with:

- Your name
- Phone number and email address
- Zip code or general location
- Description of your home issue
- Photos you uploaded
- Your availability for contact

Contractors are independent third parties and are responsible for how they use and protect your information after we share it with them.

### 3.2 With Service Providers

We share information with third-party service providers who help us operate the Service, including:

- Hosting providers (e.g., AWS, Google Cloud)
- Communication services (e.g., Twilio for SMS, SendGrid for email)
- Analytics providers (e.g., Google Analytics)
- Payment processors (e.g., Stripe for contractor payments)

These providers are contractually obligated to protect your information and use it only for the purposes we specify.

### 3.3 With Affiliate Partners

If you click on Amazon affiliate links in our Service, Amazon may collect information about your visit and purchases. We may receive commission data but do not receive your personal information from Amazon.

### 3.4 For Legal Reasons

We may disclose your information if required to:

- Comply with laws, regulations, or legal processes
- Respond to government requests or court orders
- Enforce our Terms of Service
- Protect the rights, property, or safety of FiXA, users, or others
- Detect, prevent, or address fraud or security issues

### 3.5 Business Transfers

If FiXA is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction. We will notify you before your information becomes subject to a different privacy policy.

### 3.6 With Your Consent

We may share your information for other purposes with your explicit consent.

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## 4. Your Rights and Choices

### 4.1 Access and Correction

You may request to:

- Access the personal information we have about you
- Correct inaccurate information
- Update your contact preferences

Contact us at [admin@fixai.tech](mailto:admin@fixai.tech) to exercise these rights.

### 4.2 Deletion

You may request deletion of your personal information by contacting [admin@fixai.tech](mailto:admin@fixai.tech).

Please note:

- We may retain certain information for legal or legitimate business purposes
- Deletion may prevent us from providing certain services to you
- We cannot delete information already shared with contractors

### 4.3 Opt-Out of Communications

Email: Click "unsubscribe" in any marketing email, or contact [admin@fixai.tech](mailto:admin@fixai.tech)

SMS: Reply "STOP" to any text message

Phone: Tell us during any call that you'd prefer not to receive future calls

Note: We may still send you service-related communications (e.g., confirming your contractor connection request) even if you opt out of marketing.

### 4.4 Do Not Sell My Personal Information (California Residents)

FiXA does not sell your personal information to third parties for monetary consideration.

When we share your information with contractors you've requested to connect with, this is to provide you with the Service, not a "sale" under California law.

#### 4.5 Cookie Controls

You can control cookies through your browser settings. However, disabling cookies may affect your ability to use certain features of the Service.

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### 5. Data Retention

We retain your personal information for as long as necessary to provide the Service and fulfill the purposes described in this Privacy Policy.

Typical retention periods:

- Active requests: While your request is pending or active
- Completed requests: Up to 2 years after completion for quality assurance and dispute resolution
- Account data: Until you request deletion or we determine it's no longer needed

After retention periods expire, we securely delete or anonymize your information.

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### 6. Security

We implement reasonable security measures to protect your information from unauthorized access, disclosure, alteration, or destruction, including:

- Encryption of data in transit (SSL/TLS)
- Encryption of sensitive data at rest
- Access controls and authentication
- Regular security assessments

However, no system is completely secure. We cannot guarantee the absolute security of your information.

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### 7. Cookies and Tracking Technologies

#### 7.1 What Are Cookies?

Cookies are small text files stored on your device that help websites remember your preferences and improve your experience.

## 7.2 Types of Cookies We Use

Essential Cookies: Required for the Service to function (e.g., maintaining your session)

Analytics Cookies: Help us understand how you use the Service (e.g., Google Analytics)

Advertising Cookies: Track your visits to deliver relevant ads (if we use Google Ads remarketing in the future)

## 7.3 Third-Party Cookies

Third parties like Google Analytics may set cookies when you use our Service. We do not control these cookies.

## 7.4 Your Cookie Choices

You can:

- Adjust your browser settings to block or delete cookies
  - Opt out of Google Analytics: <https://tools.google.com/dlpage/gaoptout>
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## 8. Third-Party Links

The Service may contain links to third-party websites, including:

- Amazon (affiliate links for products)
- Contractor websites
- Educational resources

We are not responsible for the privacy practices of these third parties. Please review their privacy policies before providing your information.

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## 9. Children's Privacy

The Service is not intended for children under 18. We do not knowingly collect personal information from children.

If we discover we have collected information from a child, we will delete it promptly.

If you believe a child has provided us with information, contact us at [admin@fixai.tech](mailto:admin@fixai.tech).

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## 10. California Privacy Rights

### 10.1 CCPA Rights

California residents have the right to:

- Know what personal information we collect, use, and share
- Delete your personal information (with certain exceptions)
- Opt out of the sale of personal information (FiXA does not sell personal information)
- Non-discrimination for exercising your privacy rights

### 10.2 How to Exercise Your Rights

Email: [admin@fixai.tech](mailto:admin@fixai.tech)

Subject: "California Privacy Rights Request"

Include:

- Your name and contact information
- Description of your request (access, deletion, etc.)
- Information to help us verify your identity

Response time: We'll respond within 45 days.

### 10.3 Shine the Light

California residents may request information about disclosures of personal information to third parties for their direct marketing purposes.

FiXA does not share personal information with third parties for their own marketing purposes.

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## 11. International Users

The Service is operated from the United States. If you access the Service from outside the U.S., your information will be transferred to, stored, and processed in the U.S.

By using the Service, you consent to this transfer.

Note: The U.S. may have different data protection laws than your country.

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## 12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted with a revised "Last Updated" date.

Material changes: We will notify you by email or prominent notice in the Service.

Your continued use of the Service after changes are posted constitutes acceptance of the updated Privacy Policy.

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## 13. Contact Us

Questions, concerns, or requests regarding this Privacy Policy?

FiXA Corp.  
4000 Towerside Terrace  
Miami, FL 33133  
Email: [admin@fixai.tech](mailto:admin@fixai.tech)  
For California Privacy Rights: [admin@fixai.tech](mailto:admin@fixai.tech)

For GDPR Requests (if applicable): [admin@fixai.tech](mailto:admin@fixai.tech)

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By using the Service, you acknowledge that you have read and understood this Privacy Policy.