
Privacy Policy

This Privacy Policy explains how Auxano Nexus ("we," "us," or "our") collects, uses, and protects information from our customers and data from their devices when they use our repair services (collectively, the "Services").

1. Information We Collect

We collect information to provide and improve our Services, communicate with you, and personalize your experience. The types of information we collect include:

- **Personal Information:** This is information that can identify you directly. We may collect your:
 - **Contact Information:** Name, email address, mailing address, phone number.
 - **Account Information:** Username, password (encrypted), and other registration details.
 - **Payment Information:** Billing address and limited payment card information (processed securely by our third-party payment processors). We do not store full payment card details.
 - **Communication Information:** Records of your correspondence with us, including customer support inquiries.
 - **Demographic Information:** (Optional) Age, gender, preferences, or interests you choose to provide.
- **Device Data:** This refers to information generated by or collected from your devices when you use our Services. This may include:
 - **Device Identifiers:** Unique device identifiers (e.g., IMEI, MAC address, advertising IDs), device type, operating system, and hardware model.
 - **Usage Data:** Information about how you interact with our Services, such as features used, time spent on the app, pages viewed, clicks, and crash reports.
 - **Performance Data:** Data related to the performance of your device and our Services, such as battery life, network connectivity, and application stability.
 - **Technical Data:** IP address, browser type, language settings, and referring URLs.
 - **Location Information:** (With your explicit consent) Precise or approximate location data derived from your device's GPS, Wi-Fi, or cellular signals.
 - **Sensor Data:** (For certain devices and with your explicit consent) Data from sensors like accelerometers, gyroscopes, and ambient light sensors to enable specific features.

2. How We Use Your Information

We use the collected information for the following purposes:

- **To Provide and Maintain Services:** To operate, deliver, and improve the functionality of our [products/services].
- **To Personalize Your Experience:** To tailor content, features, and recommendations to your interests and preferences.
- **For Communication:** To send you service-related notifications, updates, security alerts, and promotional messages (where you have opted in).
- **For Customer Support:** To respond to your inquiries, diagnose problems, and provide technical assistance.
- **For Analytics and Research:** To understand how users interact with our Services, identify trends, and improve our offerings. We may use aggregated and anonymized data for research and development.
- **For Security and Fraud Prevention:** To protect our Services, users, and data from unauthorized access, fraud, and other malicious activity.
- **To Comply with Legal Obligations:** To meet applicable laws, regulations, legal processes, or enforceable governmental requests.

3. How We Share Your Information

We do not sell your personal information to third parties. We may share your information in the following limited circumstances:

- **For Business Transfers:** In the event of a merger, acquisition, reorganization, bankruptcy, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.
- **For Legal Reasons:** We may disclose your information 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, prevent fraud, or protect the safety of our users or the public.
- **With Your Consent:** We may share your information with third parties when we have your explicit consent to do so.
- **Aggregated or Anonymized Data:** We may share aggregated or anonymized data (data that cannot be used to identify you) with third parties for various purposes, including research, marketing, and analytics.

4. Your Choices and Controls

You have certain rights and controls regarding your information:

- **Access and Update:** You can access and update much of your personal information through your account settings.
- **Location Information:** You can enable or disable location services for our Services through your device settings.
- **Marketing Communications:** You can opt out of receiving promotional emails from us by following the unsubscribe instructions in those emails.

- **Device Data:** You may have controls within your device settings to manage certain types of data collection by applications.
- **Data Retention:** We retain your information for as long as necessary to provide the Services, comply with our legal obligations, and resolve disputes.

5. Data Security

We implement reasonable technical and organizational measures to protect your information from unauthorized access, use, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure.

6. Children's Privacy

Our Services are not intended for children under the age of 16 or the legal age in your jurisdiction. We do not knowingly collect personal information from children without parental consent. If you believe we have inadvertently collected such information, please contact us.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website or through other appropriate communication channels. Your continued use of the Services after the effective date of the revised Privacy Policy constitutes your acceptance of the changes.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

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