

PRIVACY POLICY

fixin — operated by AM Solutions, LLC

Effective Date: August 22, 2025 Last Updated: July 23, 2026

AM Solutions, LLC ("we," "our," or "us") respects your privacy. This Privacy Policy explains how we collect, use, share, and protect your information when you use the fixin mobile application (the "App"), available on the Apple App Store and Google Play, and our related websites and services (together, the "Services").

1. Information We Collect

Personal information you provide:

- Account and booking details — name, email address, phone number, and service address.
- Photos and images — pictures you take or upload of an item, vehicle, or property so the App can analyze the issue and generate diagnostic results. These images are processed by us and our service providers to deliver and improve the Services.
- Payment information — processed by a third-party payment processor and/or the app store. We do not store full payment card numbers on our servers.

Information collected automatically:

- Usage information — features used, preferences, and interactions with the App.
- Device information — device type, operating system, identifiers, and performance logs.
- Location data (optional) — with your permission, approximate or precise location to help schedule and coordinate service visits. You can disable this in your device settings.
- Cookies and analytics — on our websites we and our analytics providers use cookies and similar technologies. You can control these through your browser and any cookie banner we provide.

We do not knowingly collect personal information from anyone under 18. See Section 12.

2. How We Use Your Information and Legal Bases

We use your information for the purposes below. Where the EU/UK GDPR applies, the lawful basis for each purpose is shown.

Purpose	Legal basis (GDPR/UK GDPR)
Provide the App, analyze your photos, and generate diagnostic results	Performance of a contract
Process payments and manage your account	Performance of a contract
Communicate about appointments, updates, and support	Performance of a contract; legitimate interests
Improve and secure the Services and prevent fraud	Legitimate interests
Collect precise location	Consent
Send marketing communications	Consent (or legitimate interests where permitted)
Comply with legal obligations	Legal obligation

3. Photos and Automated (AI) Processing

fixin is an AI-powered diagnostic tool. When you submit a photo, our machine-learning models analyze the image to identify a likely issue and suggest repair steps, parts, or professionals. Diagnostic results are automated suggestions, are not guaranteed to be accurate, and are not a substitute for a qualified professional's inspection.

We may use de-identified or aggregated images and data to develop and improve our models. We will not use images that identify you to train our models without a lawful basis, and where consent is required we will ask for it.

4. How We Share Information

We do not sell your personal information for money, and we do not "share" it for cross-context behavioral advertising as those terms are defined under California law. We disclose personal information only to the following categories of recipients:

- Service providers — payment processors, cloud hosting and storage, AI/ML infrastructure, analytics, and customer-support tools that process data on our behalf under contract.
- Professionals you connect with — if you request a referral or booking, information needed to fulfill that service.
- Legal and safety — when required by law, valid legal process, or to protect rights, safety, and property.
- Business transfers — in connection with a merger, acquisition, or sale of assets, subject to this Policy.
- With your consent — when you direct us to share (for example, connecting a third-party service).

5. International Data Transfers

We are based in the United States and process data there. If you access the Services from outside the United States, your information will be transferred to and processed in the U.S. and other countries whose data-protection laws may differ from yours.

For transfers of personal data from the EEA, the United Kingdom, or Switzerland, we rely on appropriate safeguards, including the European Commission's Standard Contractual Clauses and the UK International Data Transfer Addendum, or another lawful mechanism. You may request a copy of the safeguards we use by contacting us.

6. Data Retention

We keep personal information only as long as necessary for the purposes described in this Policy, then delete or de-identify it. General guidelines:

Data type	Retention
Account information	For the life of your account, then deleted or de-identified within a reasonable period after closure
Photos and diagnostic results	Retained to provide history and support; deletable on request; de-identified copies may be kept for model improvement

Data type	Retention
Payment records	As required for tax, accounting, and legal obligations
Usage and device logs	Typically a limited period for security and analytics

7. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect your personal information from unauthorized access, loss, or misuse. No method of transmission or storage is completely secure, so we cannot guarantee absolute security. Our handling of device permissions (camera, photos, location) follows applicable Apple App Store and Google Play developer and data-safety policies.

8. Your Privacy Rights

Depending on where you live, you may have some or all of the following rights: to access a copy of your personal information; to correct inaccurate information; to delete your information; to port your information; to restrict or object to certain processing; and to withdraw consent. You may also opt out of marketing at any time.

To exercise these rights, email us at privacy@amsolutions-sea.com, use in-App controls, or contact us using Section 14. We will verify your identity using information reasonable to the request. We respond within the timelines the law requires — generally within 30 days (EEA/UK) or 45 days (California), with an extension where permitted. You will not be discriminated against for exercising your rights.

EEA/UK users (GDPR)

You have the right to lodge a complaint with your local supervisory authority (for example, your national Data Protection Authority, or the UK ICO). We will always try to resolve concerns directly first.

9. California Privacy Rights (CCPA/CPRA)

If you are a California resident, you have the rights described above, plus the right to know the categories and specific pieces of personal information we collect, the right to opt out of the sale or sharing of personal information, and the right to limit the use of sensitive personal information. We do not sell or share personal information as defined by the CCPA, and we use sensitive personal information (such as precise location) only to provide the Services you request.

Categories of personal information we collect (CCPA):

- Identifiers (name, email, phone, device identifiers).
- Customer records (booking and payment details).
- Photos/visual information and the diagnostic results derived from them.
- Internet/app activity and geolocation (with permission).

You may submit requests via privacy@amsolutions-sea.com or Section 14, and you may use an authorized agent. We will confirm receipt within 10 business days and respond within 45 days (extendable by 45 days with notice).

10. Third-Party Services

The Services may link to or integrate with third parties (for example, payment processors, mapping tools, and app stores). Their privacy practices are governed by their own policies, and we are not responsible for them. Review their policies before using them.

11. Data Breach

If we experience a personal-data breach that legally requires notification, we will notify affected users and applicable authorities within the timeframes and manner required by law.

12. Children's Privacy

The Services are intended for users 18 and older and are not directed to children. We do not knowingly collect personal information from anyone under 18. If you believe a minor has provided us information, contact us at privacy@amsolutions-sea.com and we will delete it.

13. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be posted with a revised "Last Updated" date and, where required, communicated to you directly.

14. Contact Us

For privacy questions or requests:

AM Solutions, LLC

Privacy requests: privacy@amsolutions-sea.com

General/legal: engineering@amsolutions-sea.com

Phone: 206-295-8274

Address: 6910 94th Ave SE, Mercer Island, WA 98040, United States