SilinX

Privacy Policy

SilinX LLC · Version 1.0 · Last updated November 12, 2026

What personal information SilinX collects, why we collect it, and the choices you have.

1. Who we are

SilinX LLC, a New Jersey limited liability company ("SilinX", "we", "us"), provides maintenance and asset management software on the web and in iPhone and Android apps (the "Service"). This Privacy Policy explains how we handle personal information on our website at www.silinxx.com, in our free tools, in the Service and in our apps.

Questions about this policy go to support@silinxx.com.

2. Two roles: our customers' data and our own

2.1 **Data our customers put into SilinX.** Businesses use SilinX to manage their maintenance work. The records they enter, such as work orders, assets, parts, vendors and the names of their team members, belong to them. For that information the customer decides what is collected and why, and SilinX only processes it on the customer's behalf under our Terms of Service. If your employer or a company you work with uses SilinX and you have a question about your information, please ask that company first. We will help them respond.

2.2 **Data we collect for ourselves.** The rest of this policy covers information SilinX collects for its own purposes: running accounts, answering messages, sending requested information, billing and improving the Service.

3. Information we collect

3.1 **Account information.** When you create an account or are invited to one: your name, work email address, password (stored in protected form, never in plain text), company name, role and the plan chosen.

3.2 **Billing information.** For paid plans: billing contact, plan, number of seats and payment status. Card payments are handled by a certified payment processor. SilinX does not see or store full card numbers.

3.3 **Messages and forms.** When you contact us, request a call, ask for support, apply to partner with us or subscribe to email updates: the details you enter, such as name, email, company, job title, phone

number and your message.

3.4 **Free tools.** When you unlock a result in one of our free calculators or planners: your name, work email, company, job title and the figures you entered, so we can send your result and follow up.

3.5 **Careers.** When you join our talent network: your contact details, location, area of interest, any link you share, your résumé and your note to us. We keep this for up to 24 months, or until you ask us to delete it.

3.6 **Usage and device information.** When you use the website, the Service or the apps: pages and features used, dates and times, browser and device type, operating system, app version, and IP address. We use this to keep the Service secure and working.

3.7 **Mobile app permissions.** With your permission, the apps use the camera to scan QR labels and add photos to a job, and notifications to tell you about assigned work. You can change these permissions in your device settings at any time.

3.8 **Business contact information from other sources.** We may receive business contact details, such as name, work email, job title and employer, from publicly available sources and business data providers, so that we can tell relevant businesses about SilinX. Every such email includes a way to opt out.

We do not knowingly collect sensitive personal information, and we ask that you do not send it to us.

4. How we use information

We use personal information to:

- create and run accounts and provide the Service;
- process payments and send invoices and receipts;
- answer questions and provide support;
- send results, guides or updates you asked for;
- send service messages, such as security, billing and changes to our terms;
- tell businesses about SilinX, where the law allows, with an opt-out in every message;
- keep the Service secure, prevent abuse and fix problems;
- understand how the Service is used so we can improve it, using combined information that does not identify you;
- meet our legal obligations.

We do not sell personal information. We do not share it for cross-context behavioral advertising. We do not use customer records to train generative AI models offered to other customers.

5. Cookies and similar technologies

5.1 The SilinX website does not use advertising cookies or cross-site tracking.

5.2 The Service and the website store a small amount of information in your browser that is needed for them to work: keeping you signed in, remembering the plan you picked before sign-up, and remembering display choices. If you block this storage, sign-in will not work.

5.3 The companies that host the Service keep standard server logs, such as IP address, browser type and time of request, for security and troubleshooting.

5.4 If we add analytics or other cookies in future, we will update this policy first and ask for consent where the law requires it.

6. Who we share information with

6.1 **Service providers.** We use trusted companies to run SilinX: cloud hosting and database services, email delivery, payment processing, workflow automation and app distribution. They may only use personal information to provide their services to us, and they are bound by contract to protect it. Customers who need the list of providers that process their data can request it with our Data Processing Addendum at support@silinxx.com.

6.2 **Your organization.** If you use SilinX through a company account, that company's administrators can see your account details and the activity you record in the Service.

6.3 **Legal reasons.** We may disclose information where the law requires it, or to protect the rights, safety or property of SilinX, our customers or others.

6.4 **Business changes.** If SilinX is involved in a merger, acquisition or sale of assets, personal information may be transferred as part of that deal. We will tell affected users.

7. How long we keep information

- **Account information:** for as long as the account is open, and afterwards as needed for tax, accounting and legal records.
- **Customer records in the Service:** for the life of the subscription. After a subscription ends, the customer can ask for an export for 30 days. We then delete the records from active systems within a further 60 days, and from backups as backups rotate, unless the law requires us to keep them.
- **Messages and form submissions:** for up to 3 years after our last contact.
- **Talent network details:** for up to 24 months.
- **Marketing contacts:** until you opt out. We then keep only what is needed to respect your opt-out.

8. Security

We protect personal information with safeguards that include encryption in transit and at rest, role-based access, separation of each customer's data, logging and regular backups. No system is perfectly secure. If we confirm a breach affecting customer data, we will notify the affected customer without undue delay and within 72 hours.

To report a security concern, email support@silinxx.com with "Security" in the subject.

9. Your choices and rights

9.1 **Marketing email.** You can opt out at any time with the link in the email or by writing to support@silinxx.com. Service messages about your account will still be sent.

9.2 **Access, correction and deletion.** You can ask us for a copy of the personal information we hold about you, ask us to correct it, or ask us to delete it. Email support@silinxx.com. We will confirm your identity before acting and reply within 30 days.

9.3 **If your information is in a customer's SilinX account,** we will pass your request to that customer and help them respond.

9.4 **California residents.** You have the right to know what personal information we collect, use and disclose, to delete it, to correct it, and not to be treated differently for using these rights. We do not sell or share personal information as those terms are defined in California law.

9.5 **European Economic Area, United Kingdom and Switzerland.** Where those laws apply, we process personal information because it is needed for a contract with you, because we have a legitimate interest in running and improving our business that is not outweighed by your rights, because the law requires it, or because you gave consent. You have the right to access, correct, delete, restrict or object to processing, to receive your information in a portable form, to withdraw consent, and to complain to your local data protection authority.

10. International transfers

SilinX is based in the United States, and personal information is processed in the United States and in other countries where our service providers operate. Where the law requires it, we use approved transfer safeguards, such as standard contractual clauses, which are part of our Data Processing Addendum.

11. Children

SilinX is for business use. It is not directed to anyone under 18, and we do not knowingly collect personal information from children. If you believe a child has given us personal information, email support@silinxx.com and we will delete it.

12. Changes to this policy

We may update this policy. The date at the top shows the latest version. For material changes we will give notice on the website or by email to account administrators before the change takes effect.

13. Contact

SilinX LLC. Email: support@silinxx.com. Website: www.silinxx.com.