PRIVACY POLICY

Effective Date: August 22, 2025 Last Updated: November 15, 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 apps for phones, tablets and computers (including fixin for iOS, iPadOS and Android, the fixin App Clip, and fixin Core) (each an "App"), fixin Web at ams-fixin.com, our websites (including amsolutions-sea.com and the fixin Community), the model files you can download from us, and related products and services, including beta, preview and prototype versions (together, the "Services").

1. Information We Collect

Personal information you provide

- **Account details** — your email address, name, password (which we store only in a form we can't read), plan, and two-factor sign-in settings if you turn them on. You can use the fixin mobile app without an account; fixin Web and the fixin Community require one.
- **Photos and descriptions** — photos you take or upload, and problem descriptions you type or dictate, so the Services can diagnose the issue. In the fixin mobile apps and App Clip, diagnosis runs on your device, and the photo doesn't need to leave it to be diagnosed. If you're signed in to a mobile app and choose to back up a diagnosis, the diagnosis, including the full photo and its details, is copied to our cloud storage so you can restore it and see it on fixin Web. On iPhone and iPad, your history and projects, with small thumbnails, also sync through your own iCloud account. fixin Web uploads your photo to our servers and diagnoses it there. Dictation is converted to text on your device on iPhone and iPad; on Android it uses your phone's speech-recognition service.
- **Repair Assistant chats** — your messages and the replies, together with the diagnosis, your description and any OBD-II trouble codes you attach. Chats are kept with your account.
- **Projects and garage** — repair projects you create, and the vehicles and equipment you add to your garage: names, years, makes, models, engines, vehicle identification numbers (VINs), serial numbers, and the titles and file names of manuals you attach. If you're signed in, they are stored with your account so they appear on your other devices and, for projects, on fixin Web. Manual files themselves stay on your device. If you're not signed in, they stay on your device.
- **Vehicle data** — if you connect an OBD-II reader, the trouble codes, live engine readings and vehicle identification number (VIN) it reports. They are saved with the diagnosis, and so with its backup, and sent to our servers when you attach them to a Repair Assistant chat.
- **Hire a Professional requests** — on iPhone and iPad, if you send a request to professionals, the diagnosis, your location and your email address are shared with the professionals who receive it.
- **Community posts** — what you post in the fixin Community is public and shown with your first name and last initial from your account.
- **Messages to us** — what you send through our contact form, by email, or with a bug report, including any screenshots you attach.
- **Payment information** — plans are bought on ams-fixin.com and paid through our payment processor, Stripe. We do not receive or store full payment card numbers.

Information collected automatically

- **Usage information** — how many diagnoses you run, so we can apply your plan's limits, and records our servers keep when you sign in, download model files, or use features that run on our servers. The fixin apps contain no analytics or advertising tools.
- **Device information** — device type, operating system and app version; a push-notification token (on iPhone and iPad if you allow notifications; on Android when you're signed in); and, on iPhone and iPad, a device-integrity check from Apple (App Attest) sent with requests to our servers.
- **Location data (optional)** — only if you use Hire a Professional on iPhone or iPad, and only with your permission, to send your request to nearby professionals. fixin chooses emergency numbers from your device's region setting, not your location. You can disable location access in your device settings.
- **Offline sign-in** — so you can sign in without a connection for up to 30 days, the apps keep sign-in information on your device; on iPhone and iPad, a check derived from your password is also kept in your private iCloud storage.
- **Website storage and third-party content** — our websites don't use analytics or advertising cookies. When you sign in on amsolutions-sea.com, your browser keeps a sign-in token in local storage until you sign out, and the site remembers a few settings in your browser, such as the platform you choose on the Model Downloads page. Our pages load fonts from Google Fonts and a rating badge from AppRater, so those providers receive your IP address and browser details when a page loads. Our hosting and security providers process similar technical information to deliver and protect the sites.

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
Back up and sync your diagnoses, projects and garage	Performance of a contract
Run Repair Assistant chats and write repair guides with AI services	Performance of a contract
Publish your Community posts	Performance of a contract
Process payments and manage your account	Performance of a contract

Communicate about your account, 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 on your device (mobile apps) or on our servers (fixin Web) 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.

Some features use AI services that run on our servers and write text: the Repair Assistant, repair guides on paid plans, and "Ask fixin" on fixin Web. For these, we send the relevant diagnosis, your description, any OBD-II codes you attach, and your messages to a third-party AI service provider that processes them on our behalf. AI-written answers can be wrong; see the safety notice in our Terms of Service.

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 processing (Stripe), cloud hosting, databases and storage, content delivery, email delivery, AI services, Apple and Google device and app-store services, and customer-support tools that process data on our behalf under contract.
- **Public lookup services you use** — when you look up a VIN or check for recalls in an App, your device sends only the VIN to the U.S. National Highway Traffic Safety Administration (NHTSA), or only the equipment's make to the U.S. Consumer Product Safety Commission (CPSC). These requests go directly from your device to those agencies, not through us.

- **Professionals you contact** — if you send a Hire a Professional request, the information described in Section 1.
- **Other users and the public** — your Community posts, with your first name and last initial.
- **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	Backed-up photos and diagnoses: until you delete them or your account. Diagnoses kept only on your device stay there until you delete them. De-identified copies may be kept for model improvement.
Projects and garage	Until you delete them or your account. When you delete one, we keep its identifier and the time it was deleted, without its contents, so your other devices remove it too.
Repair Assistant chats	Until you delete your account
Community posts	Until you or we delete them; deleting your account doesn't delete your posts

Messages to us	As long as needed to respond and keep records
Offline sign-in information	Up to 30 days on your device
Payment records	As required for tax, accounting, and legal obligations
Usage and device logs	Typically a limited period for security and troubleshooting

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 help@fixin-support.com, delete your account in the app or on fixin Web, 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.

Deleting your account (in the fixin mobile app under Settings › Account › Delete Account, or from fixin Web) deletes your account, backups, worksheets, projects, garage and Repair Assistant history from our servers. It does not cancel a paid plan, so cancel that first on ams-fixin.com, and it does not delete your Community posts, which you can delete yourself or ask us to remove.

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, device identifiers).
- Customer records (account and payment details).
- Photos/visual information and the diagnostic results derived from them.
- Vehicle information (OBD-II codes and VIN, if you connect a reader or add a vehicle to your garage).
- Internet/app activity and geolocation (with permission).

You may submit requests via help@fixin-support.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 help@fixin-support.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
Email: help@fixin-support.com
Phone: (206) 295-8274
Address: 6910 94th Ave SE, Mercer Island, WA 98040, United States