

Vixly Privacy Policy

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This Privacy Policy explains how **Tech Crafters LLC**, 501 N Dixie Hwy, Suite 3004, Hallandale Beach, FL 33009, United States ("**Tech Crafters**", "**we**", "**us**"), which provides Vixly, collects and uses personal information.

1. Who this policy covers

- **Visitors** to our website vixly.ltd, including people who contact our sales team or start a registration.
- **Our customers' people**: the owners, staff, partner agents and billing contacts of the companies that use Vixly.

Your shipping company's customers: if you use a company's website or customer portal powered by Vixly (for example to track a parcel), that company decides how your information is used and is responsible for it. Its own privacy notice applies, and we process that information for the company under our Data Processing Agreement. Please contact the company first with any questions or requests.

2. What we collect

Information	Examples	Where it comes from
Contact and account details	name, email address, phone number, company name, role, language	you, or the person who invited you
Sign-in and security	password (stored only as a secure hash), second-factor setup, passkeys, sign-in history, licensed devices	you and your device
Technical information	IP address, country (as given by Cloudflare), browser and system type, time of requests	your device and our network provider
Billing	billing contact, invoices, payments and payment method type (we do not store full card numbers)	you and our payment providers
Messages	emails and requests you send to us	you
Activity records	what was done in the Company's workspace, by whom and when (audit trail)	Vixly

3. Why we use it

Purpose	Legal basis (where the law requires one)
To create and run accounts, sign people in and provide Vixly	performance of our contract with the Company
To keep accounts and Vixly secure: second factor, device checks, a sign-in from a new country, fraud and abuse prevention	our legitimate interest in security, and legal obligations
To invoice, take payments and keep accounting records	contract and legal obligations
To send service emails: invitations, sign-in codes, invoices, notices of changes to our terms and of maintenance	contract and legitimate interest
To answer sales and support requests	our legitimate interest, or steps before a contract
To improve Vixly using anonymous, aggregated statistics	our legitimate interest

We do not sell personal information, we do not use it for advertising, and we do not send marketing emails without consent where consent is required.

4. Cookies

Vixly uses only cookies that are needed for it to work: keeping you signed in, protecting forms against forgery, remembering

your language and recognising a licensed device. Our network provider, Cloudflare, may use a cookie or similar check to tell people from automated programs (Cloudflare Turnstile). We do not use advertising or tracking cookies.

5. Who we share it with

We share personal information only with:

- **service providers** who run parts of Vixly for us, under contracts that protect it: SmarterASP.NET (hosting, database and email, United States) and Cloudflare (network, security and bot checks);
- **services the Company chooses to connect**, such as card payments or text messages, when the Company turns that feature on;
- **authorities**, when the law requires it, and professional advisers under confidentiality;
- a **buyer** of our business, if Vixly is sold, under this policy.

6. International transfers

Vixly is hosted in the United States. If you are outside the United States, your information is transferred there. Where the law requires it, we use appropriate safeguards, such as the European Commission's standard contractual clauses.

7. How long we keep it

- Account information: for as long as the account is active, then as described in our Terms (deletion within 90 days after an account ends).
- Sign-in sessions and codes: deleted automatically when they expire.
- Invoices and accounting records: as long as tax law requires (generally 7 years).
- Audit trail and security records: as long as the Company's account is active, unless a shorter period applies.
- Sales enquiries that do not lead to an account: up to 2 years.

8. Security

Connections to Vixly are encrypted (HTTPS). Passwords are stored only as secure hashes. Staff sign-in uses a second factor. Each company's information is kept separate from every other company's. Secrets such as payment keys are stored encrypted, and important actions are recorded in an append-only audit trail. No system is perfectly secure; if a breach affects your information, we will tell you as the law requires.

9. Your rights

Depending on where you live, you may have the right to access, correct, delete or download your personal information, to object to or restrict some uses, and to complain to a data protection authority. To use these rights, write to **support@techcrafters.ltd**. If your information is held for a shipping company (section 1), we will pass your request to that company.

10. Children

Vixly is a business service and is not meant for children under 16. We do not knowingly collect their information.

11. Changes to this policy

When we change this policy, we publish the new version in Vixly and tell companies' owners by email. The version and date at the top show which version applies.

12. Contact

Tech Crafters LLC, 501 N Dixie Hwy, Suite 3004, Hallandale Beach, FL 33009, United States · **support@techcrafters.ltd**