

Privacy Policy of Xecute

Last Updated: October 22, 2025

1. Introduction

Xecute LLC ("Xecute," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our software-as-a-service platform and related services (collectively, the "Service").

This Policy is part of our **Terms and Conditions**. By using the Service, you agree to the terms of this Privacy Policy and our Terms and Conditions.

2. Information We Collect

We collect information in the following ways:

- **Account Information:** When you create an account, we collect personal information such as your name, email address, phone number, and payment information.
- **Customer Data:** To provide the Service, we must access, process, and store data from your Customer Relationship Management (CRM) system(s) ("Customer Data"), as authorized by you. This data is processed on your behalf in accordance with our Terms and Conditions.
- **Usage and Technical Data:** We automatically collect certain information when you use the Service, such as your IP address, browser type, device information, operating system, and Service usage logs.

3. How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide and Maintain the Service:** To operate our AI-driven platform, execute commands, authenticate users, and provide customer support.
- **To Process Payments:** To bill you for subscription fees.
- **To Communicate With You:** To send you service-related updates, security alerts, and administrative messages.
- **To Improve the Service:** To analyze usage trends and improve the Service's functionality and user experience. This analysis is performed on anonymized or aggregated data.

4. Our AI Data Training Policy

This is a core pillar of our privacy commitment. **We do not, under any circumstances, use your Customer Data to train any third-party or proprietary AI models.**

Your Customer Data is used *only* to execute *your* commands and provide the Service directly to you.

5. How We Share Your Information

We do not sell your personal information or Customer Data. We may share information in the following limited circumstances:

- **Third-Party Service Providers:** We share information with vendors and service providers who process data on our behalf, such as cloud hosting providers (e.g., AWS) and AI model providers (e.g., OpenAI). These providers are contractually obligated to protect your data and are prohibited from using it for any other purpose.
- **Legal Compliance:** We may disclose your information if required by law, subpoena, or other legal process, or if we have a good-faith belief that disclosure is necessary to protect our rights, your safety, or the safety of others.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.

6. Data Security

We implement and maintain reasonable and appropriate technical and organizational security measures to protect your information against unauthorized access, disclosure, alteration, or destruction. This includes encryption of data in transit and at rest.

However, no security system is impenetrable, and we cannot guarantee the absolute security of your information.

7. Data Retention

We retain your information as follows:

- **Account Information:** We retain your Account Information for as long as your account is active and for a reasonable period thereafter as necessary to comply with our legal obligations.
- **Customer Data:** We process Customer Data to provide the Service. To ensure performance, service continuity, and error handling, we may **temporarily cache Customer Data in an encrypted state for a period not to exceed thirty (30) days**, after which it is securely and permanently purged from our systems.

8. Your Data Rights

You have rights regarding your personal information. You may:

- **Access and Update** your Account Information by logging into your account settings.
- **Delete Your Account** by contacting us. Please note that deleting your account will result in the deletion of your Account Information and any associated Customer Data, subject to our retention policies.

- **Withdraw Consent:** You may withdraw your consent for us to process your Customer Data at any time by de-authorizing the CRM integration or deleting your account.

9. Children's Privacy

Our Service is not intended for or directed at individuals under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that we have inadvertently collected such information, we will take steps to delete it.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on this page and updating the "Last Updated" date. Your continued use of the Service after any changes constitutes your acceptance of the new Privacy Policy.

11. Contact Us

If you have any questions about this Privacy Policy, please contact us at:
support@xecutetech.com