

PRIVACY POLICY

1. Introduction

Gennex IT Solutions LLC ("Company," "we") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect information through ServeLynx and related services.

2. Information We Collect

Category	Examples	Source
Account Data	Name, email, company, phone	Directly from you
Usage Data	Log files, IP address, device info	Automated collection
Content Data	Files, notes, documents you upload	You and Authorized Users
Payment Data	Last 4 digits of card, billing address	Payment processor

3. How We Collect Information

- **Provided by You** – account creation, support tickets, training sessions.
- **Automatically** – cookies, server logs, analytics.
- **Third Parties** – payment processors, referral partners.

4. How We Use Information

1. Provide, maintain, and improve the Service.
2. Process transactions and send invoices.
3. Respond to inquiries and provide support.
4. Monitor security and prevent fraud.
5. Send product updates and marketing (with opt-out).
6. Comply with legal obligations.

5. Legal Bases (GDPR)

We process Personal Data under: (a) **Contract** – deliver the Service; (b) **Legitimate Interests** – improve features, ensure security; (c) **Consent** – marketing emails; (d) **Legal Obligation** – tax & compliance.

6. Sharing & Disclosure

We share information only with:

- **Sub-processors** – AWS (hosting), SendGrid (email), Plausible (analytics).
- **Payment Processors** – Stripe for credit-card transactions.
- **Professional Advisors** – auditors, lawyers under confidentiality.
- **Authorities** – when legally required (e.g., court order).

7. Cookies & Tracking Technologies

We use first-party session cookies for authentication and Plausible analytics (cookieless). You may disable cookies, but some features will not work.

8. International Transfers

Data may be stored in **[AWS Region]** and transferred to the United States. We rely on Standard Contractual Clauses for EU data transfers.

9. Security Measures

Encryption in transit (TLS 1.2+), encryption at rest (AES-256), least-privilege access, regular penetration testing, and backup redundancy.

10. Data Retention

We retain Customer Data for the subscription term plus 90 days, then delete or anonymize backups within 30 days unless law requires longer retention.

11. Your Rights

Depending on your jurisdiction, you may have the right to access, correct, delete, or port your data, object to processing, or lodge a complaint with a supervisory authority. Submit requests to **[contactus@gennexitsolutions.com]**; we will respond within 30 days.

12. Children's Privacy

ServeLynx is not directed to children under 13, and we do not knowingly collect Personal Data from them.

13. Changes to This Policy

We will post any revisions with a new “Last Updated” date. Material changes will be notified via email or in-app message 30 days before they take effect.

14. Contact Us

GenNex IT Solutions LLC

Attn: Privacy Officer

Email: [**contactus@gennexitsolutions.com**](mailto:contactus@gennexitsolutions.com)

Phone: +1 **941-274-9813**

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