

Privacy Policy

Last Updated:

Legacy Universal Solutions LLC ("Billing Sidekick," "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 website and Services.

1. Information We Collect

We may collect personal information from you such as your name, email address, phone number, and payment information when you register for an account, use our Services, or communicate with us.[4] We also collect usage data and any data you upload to the Services ("Customer Data").

2. How We Use Your Information

We use the information we collect to:

- Provide, operate, and maintain our Services.[4]
- Process your transactions and manage your subscription.
- Improve, personalize, and expand our Services.[4]
- Understand and analyze how you use our Services.
- Develop new products, services, features, and functionality.[4]
- Communicate with you for customer service, updates, and marketing purposes.
- Find and prevent fraud.[4]

2.1. Use of Data for AI Features

- **Retrieval-Augmented Generation (RAG):** When you use our AI-powered chatbot, we use the Customer Data you provide during that session to retrieve relevant information from our knowledge base and generate a contextualized response.

This session-specific data is used solely for the purpose of providing the response and is not permanently incorporated into our core AI models.

- **AI Model Training and Improvement:** We may use anonymized and aggregated Customer Data to train, develop, and improve our AI models and the overall Services.[19] This helps us enhance the accuracy and capability of our platform. **You have the right to opt out of having your data used for this purpose.** You can manage your preference through your account settings or by contacting us directly at [privacy@claimsynq.com].[19]

3. How We Share Your Information

We do not sell or trade your Personally Identifiable Information. We may share your information with the following third parties:

- **Service Providers:** We share information with third-party vendors and service providers that perform services for us or on our behalf, such as cloud hosting (e.g., Amazon Web Services) and payment processing (e.g., Stripe). These parties are contractually obligated to keep this information confidential.[4]
- **Legal Compliance:** We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process.[19]

4. Data Security

We implement appropriate administrative, physical, and technical security measures designed to protect your personal information against unauthorized access, alteration, disclosure, or destruction.[5, 4] However, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure.

5. Data Retention

We retain personal data we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax, or accounting requirements).[19] When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it.[19]

6. Your Privacy Rights

Depending on your location, you may have the following rights regarding your personal information:

- The right to **access** – You have the right to request copies of your personal data.
- The right to **rectification** – You have the right to request that we correct any information you believe is inaccurate.
- The right to **erasure** – You have the right to request that we erase your personal data, under certain conditions.
- The right to **restrict processing** – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to **object to processing** – You have the right to object to our processing of your personal data, under certain conditions.[4]
- The right to **data portability** – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

To exercise these rights, please contact us at the details below.

7. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date.[4]

8. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us:

Legacy Universal Solutions LLC

Email: bryce@xleadpro.com

Address: 13603 Ellendale Dr, Chantilly, VA 20151 [4]