

Solix Customer Order Entry Mobile App Privacy Policy

Last modified: May 17, 2024

Introduction

Solix, Inc. ("**Solix**" or "**We**") operates the Solix Customer Wireless Order Entry mobile application (the "**App**"). We respect your privacy and are committed to protecting it as set forth in this policy. This policy describes:

- The types of information we may collect or that you may provide about yourself when you install, access, or use the App.
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies only to personally-identifiable information that we collect in this App about you, the user of the App.

This policy DOES NOT apply to information that:

- We collect offline or on any other Solix apps or websites, including websites you may access through this App.
- You provide to or is collected by any third party.

In addition, this policy DOES NOT apply to information that you provide through the App about third parties such as prospective, current, or past subscribers of the telecommunications carrier (the "**Carrier**") on whose behalf you are utilizing this App ("**Individual Customers**"). The use and handling of any personally information that you provide through the App about Individual Customers will be governed by the privacy practices and policies of the Carrier. Solix will store, process, share, and dispose of any personal information relative to Individual Customers in accordance with the privacy practices of, and directions from, the Carrier.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, do not install, access, or use this App. By installing, accessing, or using this App, you agree to this privacy policy. This policy may change from time to time (see [Changes to Our Privacy Policy](#)). Your continued use of this App after we revise this policy means you accept those changes, so please check the policy periodically for updates.

Information We Collect and How We Collect It

We collect information from and about users of our App:

- Directly from you when you provide it to us.
- Automatically when you use the App.
- From the Carrier.

Information You Provide to Us

When you download, register with, or use this App, we may ask you provide information by which you may be personally identified, such as name, employee ID, email address, telephone number, and other such personally-identifiable information ("**personal information**").

This information includes:

- Information that you provide by filling in forms in the App. This includes information provided at the time of registering to use the App and information that you provide over the course of using it. We may also ask you for information when you report a problem with the App.
- Records and copies of your correspondence (including email addresses and phone numbers), if you contact us.
- Details of transactions you carry out through the App.

Automatic Information Collection

When you download, access, and use the App, it may automatically collect:

- **Usage Details.** When you access and use the App, we may automatically collect certain details of your access to and use of the App, including App usage data, location data, logs, and other communication data and the resources that you access and use on or through the App.
- **Device Information.** We may collect information about your mobile device and internet connection, including the device's unique device identifier, IP address, operating system, browser type, mobile network information, and the device's telephone number.
- **Stored Information and Files.** The App also may access metadata and other information associated with other files stored on your device. This may include, for example, photographs.
- **Location Information.** This App may collect real-time information about the location of your device.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information, to:

- Provide you with the App and its functionalities, and any other information, products or services that you request from us.
- Notify you when App updates are available, and of changes to any products or services we offer or provide through it.
- Provide services to the Carrier.

Disclosure of Your Information

We may disclose aggregated information about users of the App for any purpose permitted by law and by our agreement with the Carrier.

In addition, consistent with our agreement with Carrier, we may disclose personal information that we collect or you provide:

- To contractors, service providers, and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Solix, Inc.'s assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Solix, Inc. about our App users is among the assets transferred.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Solix, Inc., the Carrier, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection.

Changes to Our Privacy Policy

We may update our privacy policy from time to time. If we make material changes to how we treat our users' personal information, we will post the new privacy policy on this page with a notice that the privacy policy has been updated.

The date the privacy policy was last revised is identified at the top of the page. You are responsible for periodically visiting this privacy policy to check for any changes.