

Our Privacy Policy

LAST UPDATED: MARCH 06, 2025

Hey, welcome to Analog Bit Labs, the makers of ServiceAssistant. This privacy policy explains how we handle your information—what we collect, why we collect it, and how we keep it safe. We'll keep it simple and straightforward.

1. What Information Do We Collect?

We collect some info to make our service work for you. Here's what we might pick up:

- **Stuff You Give Us:** When you sign up or use our product, you might share things like your name, email address, or payment details.
- **Stuff We Get Automatically:** When you use our service, we might collect things like your IP address, what device you're using, or which features you click on.
- **Cookies:** Yep, we use those little trackers on our website to make things smoother (like remembering your login). You can turn them off in your browser if you want.

2. Why Do We Collect It?

We're not nosy—we just want to make your experience better. Here's why:

- **To Provide the Service:** Your email and name help us set up your account and send you updates.
- **To Keep Things Running:** Usage data helps us fix bugs and improve the product.
- **To Get Paid:** Payment info lets us charge you for the subscription.
- **To Talk to You:** We might email you about new features, support, or billing stuff.

3. Who Do We Share It With?

We don't sell your info. But we might share it in these cases:

- **Our Team & Helpers:** People who work for us or trusted partners (like payment processors or cloud storage providers) might need access to keep things running.
- **Legal Stuff:** If the law asks us to share (like with a court order), we'll have to.
- **Business Changes:** If we sell or merge our company, your info might go along with it—but only to keep the service going.

4. How Do We Keep It Safe?

We take this seriously. We use multiple layers of strong security (like encryption) to protect your data from hackers or leaks. But no system is 100% perfect, so we'll let you know if something goes wrong.

5. Your Choices

You've got control! Here's what you can do:

- **Check Your Info:** Want to see what data we on you? Just ask by email us at hey@analogbitlabs.com.
- **Update or Delete:** You can change your details or ask us to delete your account anytime. (Though we might keep some stuff if the law says we have to or if it's needed for business records, such as payment transactions.)
- **Emails:** Don't want our marketing updates? Hit "unsubscribe" in any email. You might still receive transactional emails that are important for your account.

6. Where's Your Data?

Today, our primary data storage for ServiceAssistant resides in the USA. We'll be sure to update this policy and let you know if this changes in the future.

7. How Long Do We Keep It?

We hang onto your info as long as you're using our service. If you unsubscribe, we'll delete most of it within a reasonable time (like 30 days), unless we need to keep some for legal or business transaction reasons.

8. Kids

Our service isn't for anyone under 13. If we find out a kid's using it, we'll delete their info ASAP.

9. Changes to This Policy

If we update this, we'll let you know—probably by email or a pop-up in the app. Check back here anytime to see the latest version.

10. Questions?

Got something on your mind? Reach out to us at hey@analogbitlabs.com. We're happy to help.

That's it! We want you to feel good about using ServiceAssistant. Thanks for trusting us with your info.