

Privacy Policy

Set Logic Solutions, LLC

Last Updated: May 27, 2026

Set Logic Solutions, LLC ("Set Logic," "we," "us," or "our") respects your privacy. This Privacy Policy explains what information we collect, how we use it, and your rights regarding that information when you use the Set Logic EQ application, the customer portal at portal.setlogicsolutions.com, and any related services (collectively, the "Service").

1. Information We Collect

Information You Provide

- **Account information:** name, email address, password (stored as a one-way cryptographic hash)
- **Profile information:** any details you add to your profile
- **Communications:** messages you send to our support team

Information Collected Automatically

- **Usage data:** pages visited, features used, timestamps of activity
- **Device and connection data:** IP address, browser type, operating system
- **Log data:** server logs that record activity for security and debugging

We do **not** use third-party advertising trackers or behavioral advertising cookies.

2. How We Use Information

We use your information to:

- Create and manage your account
- Provide, maintain, and improve the Service
- Respond to your support inquiries
- Send transactional emails (account confirmations, password resets, important Service notices)
- Detect and prevent fraud, abuse, and security incidents
- Comply with legal obligations

We do **not** sell your personal information to third parties.

3. Legal Bases for Processing (GDPR)

If you are in the European Economic Area, United Kingdom, or Switzerland, we process your personal information based on:

- **Contract:** to provide the Service you've signed up for
- **Legitimate interests:** to improve the Service, prevent fraud, and ensure security
- **Consent:** where you've explicitly given us consent (which you can withdraw at any time)
- **Legal obligation:** to comply with applicable law

4. Sharing of Information

We share your information only in these limited situations:

- **Service providers:** cloud hosting (AWS), email delivery (Mailgun), and similar providers that help us operate the Service, under contracts that require them to protect your data
- **Legal requirements:** when required by law, court order, or government request
- **Business transfers:** in connection with a merger, acquisition, or sale of assets, with notice to you
- **With your consent:** when you direct us to share

5. Data Retention

We retain your account information for as long as your account is active or as needed to provide the Service. After account deletion, we may retain certain information for a limited period to comply with legal obligations, resolve disputes, or enforce our agreements.

6. Data Security

We use industry-standard technical and organizational measures to protect your information, including:

- HTTPS encryption for all data in transit
- Cryptographic hashing of passwords (never stored in plain text)
- Role-based access controls for internal staff
- Regular security reviews

However, no system can be guaranteed 100% secure. You use the Service at your own risk.

7. Your Rights

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

- **Access:** request a copy of the information we have about you
- **Correction:** ask us to fix inaccurate or incomplete information
- **Deletion:** ask us to delete your information (subject to certain legal exceptions)
- **Portability:** receive your information in a structured, machine-readable format
- **Objection:** object to certain types of processing
- **Withdrawal of consent:** where we rely on consent, withdraw it at any time

To exercise these rights, contact us at setlogicsupport@setlogicsolutions.com. We will respond within 30 days.

California Residents (CCPA / CPRA)

If you are a California resident, you have specific rights under the California Consumer Privacy Act and California Privacy Rights Act:

- The right to know what personal information we collect, use, and disclose
- The right to delete personal information
- The right to correct inaccurate personal information
- The right to opt out of sale or sharing of personal information (we do not sell or share for cross-context behavioral advertising)
- The right to non-discrimination for exercising your rights

To submit a request, email setlogicsupport@setlogicsolutions.com with the subject line "California Privacy Request."

8. Children's Privacy

The Service is not intended for individuals under 18 years of age. We do not knowingly collect personal information from anyone under 18. If you believe we have collected information from a minor, contact us and we will delete it.

9. International Data Transfers

Set Logic is based in the United States. If you access the Service from outside the US, your information will be transferred to, stored in, and processed in the United States. By using the Service, you consent to this transfer.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be communicated by email or through the Service at least 30 days before they take effect.

11. Contact

Questions, requests, or concerns about this Privacy Policy? Contact us at:

setlogicsupport@setlogicsolutions.com

Set Logic Solutions, LLC