

Privacy Policy

Pushstart LLC (“Pushstart,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal and operational information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you visit our website, engage in a consultation, or use our simulators and related systems.

By using our website, participating in a consultation, or operating a Pushstart simulator, you agree to this Privacy Policy.

1. Information We Collect

We collect information you voluntarily provide, information automatically gathered through analytics or simulator systems, and limited data from third parties to fulfill purchases and improve our services.

a. Information You Provide Directly

- **Consultation and Purchase Data:** Name, contact details, shipping address, and configuration preferences.
- **Account Information:** Credentials and related information used to access simulator details and support resources.
- **Communications:** Emails, forms, SMS, iMessage, voice chats, phone calls, WhatsApp, Discord, Telegram, or other correspondence with our teams.

b. Information Collected Automatically

- **Website Usage Data:** Pages viewed, session duration, referral sources, and interaction metrics.
- **Technical Data:** IP address, browser type, device identifiers, system configuration, and connection logs.
- **Cookies & Similar Technologies:** Used for functionality, analytics, security, and preference storage.

c. Simulator & System Data

Pushstart may collect operational, diagnostic, and performance-related data from simulator systems, which may include:

- Hardware health and software logs;
- Telemetry metrics (e.g., latency, calibration, sensor readings, environmental data);
- System configuration and usage patterns;
- Aggregated and anonymized performance statistics.

Certain telemetry, sensor, or usage data that is not necessary for core system operation will only be collected with your explicit consent or authorization. Where feasible, such data may be anonymized, aggregated, or de-identified. Aggregated or anonymized data does not identify you personally.

2. How We Use Information

We may use collected information for business and operational purposes, including but not limited to:

- Processing consultations, sales, deliveries, and installations;
- Managing accounts and providing technical support;
- Improving simulator performance, reliability, and user experience;
- Conducting research, testing, and product development;
- Analytics, benchmarking, and performance modeling;
- Marketing, promotional, and advertising initiatives;
- Developing new products, services, or commercial offerings;
- Sharing aggregated or de-identified data with partners, affiliates, or third parties for business, commercial, research, or other lawful purposes;
- Protecting against misuse, fraud, or unauthorized access;
- Complying with legal or regulatory obligations.

We may use aggregated, anonymized, or de-identified data for any lawful business purpose.

3. Payment Information

Pushstart does not store or directly process payment card information. Payments are handled through:

- Intuit QuickBooks Payments (PCI-DSS compliant), or

- ACH or wire transfer processed through your financial institution.

Pushstart does not collect or retain banking credentials.

4. Data Security

We implement commercially reasonable security measures, including:

- SSL/TLS encryption for web traffic;
- Restricted access controls;
- Encrypted or access-controlled storage of customer records;
- Periodic system reviews and monitoring.

No transmission or storage method is completely secure. Use of our systems is at your own risk.

5. Data Retention

We retain customer and system information as long as reasonably necessary to:

- Provide ongoing service and support;
- Maintain warranty and ownership records;
- Comply with legal, tax, or accounting obligations;
- Preserve business analytics and operational records.

Retention periods may vary depending on the nature of the information and applicable requirements.

6. Sharing and Disclosure

We do not sell personal information in the traditional sense of transferring identifiable customer records for direct marketing. However, we may share information under the following circumstances:

a. Service Providers

With vendors assisting in hosting, logistics, analytics, payment processing, infrastructure management, or operational support.

b. Business, Enterprise & Technology Partners

Aggregated, anonymized, or de-identified data—including telemetry, performance metrics, hardware analytics, and benchmarking information—may be shared with partners, affiliates, research organizations, advertisers, or other third parties for product development, commercial collaboration, research, marketing, analytics, or other lawful business purposes.

Such sharing may occur under contractual or confidentiality arrangements where appropriate.

c. Legal Requirements

When required by law, regulation, subpoena, court order, or governmental request.

d. Business Transfers

In connection with a merger, acquisition, restructuring, financing, or asset sale, customer and system information may be transferred as part of the transaction.

7. Client Privacy and NDAs

Pushstart is willing to enter into standard nondisclosure agreements (NDAs) upon request. Any executed NDA will coexist with this Privacy Policy, and in the event of a direct conflict, the NDA's confidentiality provisions will govern to the extent required.

8. Data Rights

Pushstart operates under applicable U.S. federal and Texas state law. Where required by applicable state privacy laws (including but not limited to the CCPA/CPRA, CPA, or VCDPA), we will honor valid requests concerning access, correction, or deletion of personal data as required by law.

Requests may be submitted to: support@pushstartsim.com

9. Children's Privacy (COPPA Compliance)

Pushstart products and services are intended for adults. We do not knowingly collect personal information from children under the age of 13 in compliance with the Children's Online Privacy Protection Act (COPPA).

If we become aware that personal information has been collected from a child under 13 without verified parental consent, we will take reasonable steps to delete such information.

Parents or legal guardians who believe their child may have provided personal information may contact us at support@pushstartsim.com

10. External Links

Our website or systems may contain links to third-party services or platforms. We are not responsible for the privacy practices or content of those third parties.

11. Policy Updates

We may update this Privacy Policy from time to time. Updates will be reflected by revising the “Last Updated” date at the top of this page. Continued use of our services after changes constitutes acceptance of the revised policy.

12. U.S. Compliance Addendum

Pushstart LLC complies with applicable U.S. federal and state privacy regulations. Residents of states with additional statutory privacy protections may contact us to exercise applicable rights where required by law.

13. Profitability Tool Disclaimer

Any profitability calculator, revenue projection tool, estimator, or related feature made available through our website or systems (the “Profitability Tool”) is provided solely for informational and illustrative purposes. It does not constitute a financial analysis, guarantee of performance, or representation of actual or future results.

Any outputs generated are hypothetical and based on user-provided assumptions and generalized modeling factors. Pushstart does not guarantee revenue, profitability, return on investment, utilization rates, or business success.

Pushstart LLC is not a financial advisor, investment advisor, broker, accountant, or fiduciary and does not provide financial, investment, tax, or legal advice. Users are solely responsible for their business and purchasing decisions and should consult qualified licensed professionals before making financial or investment decisions.

14. Artificial Intelligence and Third-Party Model Integration

Pushstart may utilize artificial intelligence systems, automated reasoning models, and third-party API integrations within certain website tools, support systems, analytics features, or simulator-related software.

These technologies may include services provided by OpenAI, Google (Gemini), Anthropic (Claude), xAI (Grok), or similar AI platform providers.

AI-generated outputs are probabilistic in nature and may produce incomplete, evolving, or inaccurate results. Such outputs are provided for informational, operational, or convenience purposes only and should not be relied upon as professional advice or guaranteed information.

Pushstart makes no representations or warranties regarding the accuracy, reliability, or completeness of AI-generated content and reserves the right to modify, replace, or discontinue AI-enabled features at any time without notice.

15. Contact Information

Pushstart LLC

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By using our website, products, or services, you acknowledge that you have read, understood, and agree to this Privacy Policy.