

## **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.

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### **1. Information We Collect**

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

#### **a. Information You Provide Directly**

- **Consultation and Purchase Data:** Your name, contact details, shipping address, and configuration preferences.
- **Account Information:** Created after payment, used to access your simulator details and 24/7 support resources.
- **Communications:** Emails, forms, or direct correspondence (SMS, iMessage, voice chats, phone calls, WhatsApp, Discord, Telegram etc.) with our sales, support or engineering teams.

#### **b. Information Collected Automatically**

- **Website Usage Data:** Analytics data such as pages viewed, time spent, and referral sources.
- **Technical Data:** IP address, browser type, device information, and connection logs.
- **Cookies:** Used for site functionality, analytics, and preference storage.

#### **c. Simulator Data**

Pushstart LLC may record limited operational data to ensure performance, diagnostics, and quality control. This can include:

- Hardware health and software event logs;
- Telemetry metrics such as input latency, sensor data, or calibration information;
- Optional anonymized usage statistics by third-party software (if enabled).

This data is collected only to maintain or improve your simulator experience and is not used for targeted advertising.

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## 2. How We Use Information

We use collected information to:

- Process consultations, sales, and system deliveries;
- Manage accounts and provide 24/7 technical support;
- Improve simulator performance and reliability;
- Facilitate updates, diagnostics, and component maintenance;
- Ensure legal and regulatory compliance;
- Protect our systems from misuse and fraud.

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## 3. Payment Information

Pushstart **DOES NOT** store or process any payment information directly. All payments are handled through:

- **Intuit QuickBooks Payments**, which complies with PCI DSS (Payment Card Industry Data Security Standards);
- **ACH or direct wire transfer**, processed securely between you and your financial institution.

Customers who pay by ACH or wire will receive payment instructions via secure invoice or email. No banking credentials are collected or stored by Pushstart.

For more details on QuickBooks' practices, see: <https://quickbooks.intuit.com/global/privacy/>

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## 4. Data Security

We employ industry-standard security practices, including:

- **SSL encryption** for all web data transmission;

- Restricted access and encrypted storage for customer records;
- Periodic audits and controlled access to sensitive data.

Although we take reasonable precautions, no method of online or electronic transmission is completely secure.

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## 5. Data Retention

We retain customer and simulator information as long as necessary to:

- Support product ownership and service continuity;
- Fulfill legal, accounting or warranty obligations;
- Maintain performance and diagnostic records.

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## 6. Sharing and Disclosure

We do not sell or rent personal information. However, we may share limited data under the following circumstances:

### a. Service Providers:

With trusted vendors assisting in hosting, logistics, analytics, and payment processing.

### b. Enterprise or Technology Partners:

Certain **aggregated or anonymized data** generated by Pushstart simulators may be shared with select **enterprise or research partners**. This data may include performance metrics, telemetry, or hardware analytics used to:

- Improve simulation fidelity and reliability;
- Support enterprise pilot or driver training programs;
- Enhance software calibration or professional benchmarking.

This data sharing occurs only under confidentiality or data-use agreements ensuring no personally identifiable information (PII) is disclosed without your explicit consent.

### c. Legal Requirements:

When required by law, regulation, or valid subpoena.

**d. Business Transfers:**

In the event of a merger, acquisition, or asset sale, customer records may transfer as part of the transaction.

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**7. Client Privacy and NDAs**

Pushstart values your privacy and confidentiality. We are willing to enter into most **standard nondisclosure agreements (NDAs)** to protect sensitive information shared during consultation, purchase, delivery, or installation.

Any such NDA will coexist with this Privacy Policy, and its confidentiality terms will prevail over conflicting provisions.

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**8. Data Rights and Requests**

Pushstart operates under U.S. federal and Texas state law. We do not provide data access or deletion requests unless required by applicable state or federal regulation. If such rights become mandatory, we will comply as required and update this policy.

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**9. Children's Privacy**

Our products and services are intended for adults. We do not knowingly collect data from individuals under 13 years of age.

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**10. External Links**

Our website may include links to third-party platforms (e.g., QuickBooks Payments or enterprise partners). Pushstart is not responsible for the privacy practices of those entities.

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**11. Policy Updates**

We may update this Privacy Policy periodically. Updates will be posted with a new “Last Updated” date at the top of this page.

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## **12. U.S. Compliance Addendum**

Pushstart LLC complies with applicable federal and state privacy laws. If your state provides additional rights under laws such as:

- **California Consumer Privacy Act (CCPA/CPRA),**
- **Colorado Privacy Act (CPA), or**
- **Virginia Consumer Data Protection Act (VCDPA),**

You may contact us at [support@pushstartsim.com](mailto:support@pushstartsim.com) to exercise those rights where applicable.

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## **13. Contact Information**

### **Pushstart LLC**

Austin & Houston Texas, USA

 [support@pushstartsim.com](mailto:support@pushstartsim.com)

 [www.pushstartsim.com](http://www.pushstartsim.com)

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