

**Last Updated:** February 2, 2026

**Fiki Tech Solutions LLC** (“Fikitech,” “we,” “our,” or “us”) values your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you access our website or use our services.

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## **1. Information We Collect**

### **1.1 Information You Provide to Us**

When you create an account, use our services, or communicate with us, we may collect:

- Name
  - Phone number
  - Email address
  - Company or business information
  - Account credentials and related service information
  - Any information you voluntarily provide when contacting support or submitting forms
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### **1.2 Information Collected Automatically**

When you access or use our website or services, we may automatically collect:

- IP address
- Browser type and version
- Operating system
- Device identifiers
- Pages visited and usage activity
- Approximate location derived from IP address

This information is used for system security, analytics, and service optimization.

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### 1.3 Information from Other Sources

We may receive information from:

- Business partners
- Identity verification or fraud prevention services
- Publicly available sources

Such information may be combined with information collected directly from you.

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### 1.4 Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Operate and improve our website
- Understand usage patterns
- Maintain security

You may control cookies through your browser settings, though some features may not function properly if cookies are disabled.

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## 2. How We Use Information

We use collected information to:

- Provide, maintain, and improve our services
- Manage user accounts
- Send **transactional and account-related notifications**, including SMS messages
- Respond to inquiries and support requests
- Monitor system performance and prevent fraud
- Comply with legal obligations

We do **not** use personal information for advertising or promotional messaging.

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### 3. SMS Communications

If you provide your phone number through:

- Account signup
- An existing customer account
- System-generated or administrator-added accounts

you may receive **transactional SMS messages**, such as service alerts or account notifications.

- Message frequency varies
- Message and data rates may apply
- You may opt out at any time by replying **STOP**

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### 4. Information Sharing and Disclosure

We do **not sell, rent, or share** personal information with third parties for marketing or advertising purposes.

We may share information only:

- With service providers (such as SMS delivery platforms) strictly to deliver our services
- To comply with legal obligations or lawful requests
- To protect the rights, property, or safety of Fikitech, our users, or others
- In connection with a business transaction such as a merger or acquisition

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### 5. Children's Privacy

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children under 13.

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## 6. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

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## 7. Analytics Services

We may use third-party analytics tools to help us understand how users interact with our services. These providers may collect information such as IP address and usage data, subject to their own privacy policies.

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## 8. Data Transfers

Your information may be processed and stored in the **United States** or other jurisdictions where data protection laws may differ. By using our services, you consent to such transfers.

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## 9. Your Rights and Choices

You may:

- Request access to or correction of your personal information
  - Request deletion of your data, subject to legal and operational requirements
  - Opt out of SMS messages by replying **STOP**
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## 10. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information. However, no system is 100% secure, and we cannot guarantee absolute security.

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## 11. Contact Us

If you have any questions about this Privacy Policy or our data practices, contact us at:

**Fiki Tech Solutions LLC**

**Email:** [contact@fikitech.com](mailto:contact@fikitech.com)

**Website:** <https://fikitech.com>

**Country of Operation:** United States