



Privacy Policy

Last Updated: 23/02/2026
Ridgex Labs Inc.

Introduction

At Ridgex, we are committed to protecting your privacy and ensuring that your personal information is handled securely and responsibly. This Privacy Policy explains how we collect, use, share, and protect your personal information when you use our fintech software solutions, in compliance with applicable data protection laws including the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA).

Definitions

- **Personal Data:** Any information related to an identified or identifiable natural person, such as names, addresses, email addresses, identification numbers, and IP addresses.
- **Data Subject:** The person to whom the personal data refers.
- **Data Controller:** The entity that determines the purposes and means of processing personal data. In this case, it is us.
- **Data Processor:** The entity that processes personal data on behalf of the data controller.

Information We Collect

Information You Provide

Account Information:

- Full name, email address, phone number
- Company name, job title, business address
- Account credentials and authentication information

Business Data:



- Financial software configuration data
- User-generated content within our software platforms
- Business preferences and settings
- Support requests and communications

Technical Data:

- Software usage patterns and analytics
- API usage logs and performance metrics
- Integration data with third-party financial systems
- Error logs and debugging information

Information We Collect Automatically

Usage Data:

- Software feature usage and interaction patterns
- Session duration and frequency of use
- Device information and operating system details
- IP addresses and geographic location data

Performance Data:

- Software performance metrics
- System response times and error rates
- Feature adoption and user engagement analytics

Information from Third Parties

- **Business Partners:** Integration partners and software vendors
- **Authentication Services:** Single sign-on providers and identity verification services
- **Analytics Providers:** Third-party analytics and performance monitoring services



How We Use Your Data

Lawful Basis for Processing

- **Consent:** When you provide explicit consent for specific processing activities
- **Performance of a Contract:** When processing is necessary to provide our software services
- **Legal Obligation:** When required to comply with applicable laws and regulations
- **Legitimate Interests:** When we have legitimate business interests that do not override your rights

Purposes of Data Use

Service Provision:

- Delivering and maintaining our software platforms
- Providing customer support and technical assistance
- Processing software licenses and subscriptions
- Managing user accounts and authentication

Business Operations:

- Billing and payment processing for software subscriptions
- Software performance monitoring and optimization
- Security monitoring and fraud prevention
- Compliance with financial technology regulations

Communication:

- Sending service notifications and updates
- Providing customer support responses
- Delivering marketing communications (with consent)
- Sharing product announcements and feature updates

Improvement and Development:

- Analyzing software usage to improve features
- Conducting research and development for new products
- Performance analytics and user experience optimization
- Testing new features and functionalities



How We Share Your Data

- **Service Providers:** Cloud hosting, payment processors, support platforms, analytics providers
- **Business Partners:** Integration partners, resellers, software vendors
- **Legal Requirements:** Law enforcement, regulatory authorities, legal advisors
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets

Data Security

We implement comprehensive security measures including:

- End-to-end encryption and data-at-rest encryption
- Security audits, penetration testing
- Multi-factor authentication, access controls
- Employee training and strict policies

Data Retention

- Account Data: retained while active + 3 years
- Transaction Data: retained 7 years
- Usage Analytics: anonymized after 2 years
- Support Communications: retained 5 years

Your Privacy Rights

- Right to access, rectify, delete, restrict, object, and portability
- Right to review automated decisions

California Privacy Rights (CCPA/CPRA)

- Right to know, delete, opt-out, correct, limit use, non-discrimination



International Data Transfers

We may transfer data internationally under SCCs, adequacy decisions, or other safeguards. We comply with data localization where required.

Cookies and Tracking Technologies

- Authentication, preferences, analytics, security

Third-Party Integrations

Our integrations may share data under third-party privacy policies. You control which integrations to enable.

Changes to This Policy

- Updates posted on website
- Email notification for major changes
- Continued use = acceptance

Contact Details

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