

Privacy Policy

Effective Date: February 13, 2026

Last Updated: February 13, 2026

At Exactly AI Solutions ("Exactly," "we," "us," or "our"), we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you use our website and services.

1. Information We Collect

Information You Provide

- **Contact Information:** Name, email address, company name, and phone number when you interact with our chatbot or request a consultation
- **Business Information:** Details about your business, website URL, and specific challenges you share with us
- **Chat Conversations:** Messages and interactions you have with our AI chatbot
- **Communication Data:** Content of emails and other communications with us

Information Collected Automatically

- **Usage Data:** Pages visited, features used, time spent on our site, and navigation patterns (collected via Google Analytics)
- **Device Information:** Browser type, operating system, IP address, and device identifiers
- **Cookies and Tracking:** Session cookies to maintain your chat session and preference cookies to remember your settings
- **Email Engagement:** Whether you open our emails and click on links (for outreach and follow-up communications)

2. How We Use Your Information

We use the information we collect to:

- Provide personalized AI insights and business recommendations

- Maintain and improve our website and services
- Communicate with you about our services
- Send you personalized outreach with relevant business insights
- Analyze usage patterns to enhance user experience
- Respond to your inquiries and provide customer support
- Comply with legal obligations

3. Cookies and Tracking Technologies

We use the following types of cookies:

Analytics Cookies: We use Google Analytics to understand how visitors use our site, which pages are most popular, and how we can improve your experience.

Session Cookies: These are essential for maintaining your chat session and ensuring our website functions properly.

Preference Cookies: These remember your settings and preferences to provide a better experience.

How to Control Cookies:

You can control or disable cookies through your browser settings. However, disabling cookies may affect the functionality of our website. To opt out of Google Analytics specifically, visit:
<https://tools.google.com/dlpage/gaoptout>

4. How We Share Your Information

We do not sell your personal information. We may share your information with:

Service Providers: Third-party vendors who help us operate our website and provide our services (such as Google Analytics, email service providers, and cloud hosting providers). These providers are contractually obligated to protect your information.

Legal Requirements: When required by law, regulation, legal process, or governmental request.

Business Transfers: In connection with a merger, acquisition, or sale of assets, your information may be transferred to the acquiring entity.

5. Data Security

We implement reasonable security measures to protect your information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

6. Data Retention

We retain your information for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements. You may request deletion of your data at any time by contacting us at help@exactlyai.solutions.

7. Your Privacy Rights

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

California Residents (CCPA Rights):

- **Right to Know:** Request information about the categories and specific pieces of personal information we have collected about you
- **Right to Delete:** Request deletion of your personal information
- **Right to Opt-Out:** Opt out of the "sale" of your personal information (we do not sell personal information, but you have the right to opt out of data sharing for marketing purposes)
- **Right to Non-Discrimination:** We will not discriminate against you for exercising your privacy rights

To exercise these rights, contact us at help@exactlyai.solutions or visit our [Do Not Sell My Information](#) page.

Other Rights:

- Request access to your personal information
- Request correction of inaccurate information
- Object to processing of your information
- Request restriction of processing

8. Do Not Sell My Personal Information

We do not sell your personal information to third parties. However, if you wish to opt out of data sharing for marketing or analytics purposes, you may:

- Visit our [Do Not Sell My Information](#) page
- Email us at help@exactlyai.solutions
- We will process your request within 10 business days

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies before providing any personal information.

10. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If you believe we have collected information from a child, please contact us immediately.

11. International Data Transfers

Your information may be transferred to and processed in countries other than your country of residence. These countries may have different data protection laws. By using our services, you consent to such transfers.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated policy on our website and updating the "Last Updated" date. Your continued use of our services after changes are posted constitutes acceptance of the updated policy.

13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Exactly AI Solutions

Email: help@exactlyai.solutions

Website: exactlyai.solutions

Your Consent

By using our website, you consent to our Privacy Policy and agree to its terms.