

POLITHOS SOLUTIONS LLC

Privacy Policy

polithossolutions.com — Company Website

Effective Date: June 17, 2026

This Privacy Policy explains how Polithos Solutions LLC collects, uses, stores, and protects information obtained through polithossolutions.com (our “Company Website”). This policy applies to the company website only. Our product Polynex AI operates under a separate Privacy Policy available on the Polynex AI platform. By using polithossolutions.com, you agree to the practices described in this policy.

1. Who We Are

Polithos Solutions LLC (“Polithos Solutions,” “we,” “us,” or “our”) is a limited liability company organized under the laws of the State of Illinois. We build AI-powered software for the trades industry. Our flagship product is Polynex AI, an artificial intelligence voice receptionist platform for roofing contractors.

Data Controller: Polithos Solutions LLC
115 S Weller Ln
Mount Prospect, IL 60056
United States
Privacy Contact: legal@polithossolutions.com

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at the address above. We aim to respond to all privacy-related inquiries within 5 business days.

2. Information We Collect

When you visit or interact with polithossolutions.com, we may collect the following categories of information:

2.1 Information You Provide Directly

Category	Examples	When Collected
Contact information	Name, email address, phone number, company name, job title	When you submit a contact form, inquiry, or partnership application
Business information	Agency name, number of clients, roofing markets served	When you apply to become a Polynex AI agency partner

Category	Examples	When Collected
Email address	Email address only	When you sign up for our waitlist or email updates
Communications	Messages, questions, or feedback you send us	When you contact us by email or through the website contact form

2.2 Information Collected Automatically

When you visit polithossolutions.com, certain technical information is collected automatically by our hosting and analytics infrastructure:

- Log data: IP address, browser type and version, operating system, referring URL, pages visited, and time and date of your visit.
- Device information: Device type (desktop, mobile, tablet), screen resolution, and general geographic location derived from IP address (city or region level only — not precise location).
- Usage data: Pages you view, links you click, time spent on pages, and navigation paths through the website.
- Cookies and similar technologies: See Section 5 for full details on our cookie use.

2.3 Information We Do Not Collect

polithossolutions.com does not collect: payment card information, Social Security numbers or government ID numbers, call recordings or transcripts (these are handled exclusively by the Polynex AI product platform), passwords or authentication credentials, or sensitive personal information such as health data, racial or ethnic origin, or political opinions.

3. How We Use Your Information

We use the information collected through polithossolutions.com for the following purposes:

Purpose	Data Used	Legal Basis
Respond to inquiries and contact form submissions	Name, email, message content	Legitimate interest / contract performance
Process agency partner applications	Name, email, business information	Pre-contractual steps at your request
Send waitlist and product update emails	Email address	Consent (you opted in)
Improve website performance and user experience	Log data, usage data, device information	Legitimate interest

Purpose	Data Used	Legal Basis
Monitor for security threats and prevent fraud	IP address, log data	Legitimate interest / legal obligation
Comply with legal obligations	Any data necessary for compliance	Legal obligation

We do not use your information for automated decision-making or profiling that produces legal or similarly significant effects. We do not sell your personal information to third parties. We do not use your information to serve you targeted advertising on other websites or platforms.

4. How We Share Your Information

Polithos Solutions LLC does not sell, rent, or trade your personal information. We may share your information only in the following limited circumstances:

4.1 Service Providers

We work with a small number of trusted third-party service providers who help us operate polithossolutions.com. These providers only receive the minimum data necessary to perform their specific function and are contractually prohibited from using your data for any other purpose:

- Website hosting: GoDaddy (hosts polithossolutions.com)
- Email communications: We may use an email service provider to send inquiry responses and waitlist updates
- Analytics: We may use privacy-focused analytics tools to understand aggregate website usage

4.2 Legal Requirements

We may disclose your information if required to do so by law, court order, or governmental authority, or if we believe in good faith that such disclosure is necessary to: (a) comply with a legal obligation; (b) protect and defend the rights or property of Polithos Solutions LLC; (c) prevent or investigate possible wrongdoing in connection with our Services; or (d) protect the personal safety of users of our Services or the public.

4.3 Business Transfers

If Polithos Solutions LLC is involved in a merger, acquisition, asset sale, or other business transfer, your information may be transferred as part of that transaction. We will notify you by email and/or a prominent notice on our website at least 30 days before your information becomes subject to a different privacy policy.

4.4 With Your Consent

We may share your information with other third parties when you have given us explicit consent to do so.

5. Cookies and Tracking Technologies

polithossolutions.com may use cookies and similar tracking technologies to improve your experience on our website. A cookie is a small text file placed on your device when you visit a website.

5.1 Types of Cookies We Use

- **Essential cookies:** Required for the website to function correctly. These cannot be disabled. They do not collect personal information.
- **Analytics cookies:** Help us understand how visitors interact with our website in aggregate so we can improve it. We aim to use privacy-respecting analytics that do not track individual users across websites.
- **Preference cookies:** Remember your settings or preferences, such as your preferred language or region.

We do not use advertising cookies, tracking pixels, or any third-party cookies that share your data with advertisers.

5.2 How to Control Cookies

You can control cookies through your browser settings. Most browsers allow you to view, delete, and block cookies. Please note that disabling essential cookies may affect the functionality of our website. For guidance on managing cookies in your specific browser, visit your browser's help documentation.

6. How Long We Keep Your Information

Type of Data	Retention Period	Reason
Contact form submissions and email inquiries	2 years from last contact	To maintain a record of communications and follow up if needed
Agency partner application data	3 years from application date	Business records and potential future partnership discussions
Waitlist email addresses	Until you unsubscribe or request deletion	To send you product updates you have opted in to receive
Website log data and analytics	13 months on a rolling basis	Website security monitoring and aggregate performance analysis

When the retention period expires, we permanently delete or anonymize your data. You may request earlier deletion at any time — see Section 8 for your rights.

7. How We Protect Your Information

We take the security of your personal information seriously and implement appropriate technical and organizational measures to protect it against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption in transit: All data transmitted between your browser and polithossolutions.com is encrypted using TLS (HTTPS).
- Access controls: Access to personal data is limited to Polithos Solutions LLC team members who need it to perform their job functions.
- Vendor security: We only work with service providers who maintain appropriate security standards for the data they handle on our behalf.
- Incident response: In the event of a data breach that affects your personal information, we will notify you and relevant authorities as required by applicable law, within 72 hours of becoming aware of the breach where technically feasible.

Important: No method of transmission over the internet or electronic storage is 100% secure. While we implement strong security measures, we cannot guarantee absolute security. If you believe your information has been compromised, please contact us immediately at legal@polithossolutions.com.

7.5 International Users

Our Services are intended primarily for businesses located in the United States.

We do not actively market our Services to individuals located in the European Economic Area (EEA), United Kingdom, or Switzerland. If personal information is transferred internationally, we take reasonable steps to ensure that such transfers comply with applicable data protection laws.

Individuals located outside the United States who choose to use our Services acknowledge that their information may be transferred to and processed in the United States, where privacy laws may differ from those in their home jurisdiction.

8. Your Privacy Rights

Depending on where you are located, you may have the following rights with respect to your personal information. We honor these rights for all users regardless of location.

8.1 Rights Available to All Users

- Right to access: You may request a copy of the personal information we hold about you.
- Right to correction: You may request that we correct any inaccurate or incomplete personal information we hold about you.
- Right to deletion: You may request that we delete your personal information. We will fulfill deletion requests within 30 days, subject to any legal obligations that require us to retain certain data.

- Right to withdraw consent: Where we rely on your consent to process your data (such as for waitlist emails), you may withdraw that consent at any time by unsubscribing or contacting us.
- Right to object: You may object to our processing of your personal data for legitimate interest purposes.

8.2 Illinois Residents

Illinois residents have rights under the Illinois Personal Information Protection Act (PIPA) and, where applicable, the Illinois Biometric Information Privacy Act (BIPA). For rights under Illinois law not otherwise addressed below, please contact us at legal@polithossolutions.com.

Additional Illinois Biometric Information Disclosure

Polithos Solutions LLC does not collect biometric identifiers or biometric information through polithossolutions.com.

For Polynex AI users, voice communications may be processed through third-party voice technology providers solely for the purpose of generating speech, transcribing communications, facilitating call handling, and providing AI receptionist functionality. Polynex AI is governed by a separate Privacy Policy, described further in Section 11 below.

Polithos Solutions LLC does not create, collect, store, sell, lease, trade, or otherwise profit from voiceprints or biometric identifiers. Any future use of biometric information will be governed by applicable law and disclosed through updated privacy documentation.

Individuals with questions regarding our biometric privacy practices may contact us at legal@polithossolutions.com.

8.3 California Residents

California residents have rights under the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA), including the right to know what personal information we collect and how it is used, the right to delete personal information, the right to correct inaccurate personal information, and the right to opt out of the sale of personal information. We do not sell personal information. To exercise any California privacy right, contact us at legal@polithossolutions.com. We will respond within 45 days.

8.4 How to Exercise Your Rights

To exercise any of the rights above, please contact us at:

Email (preferred): legal@polithossolutions.com
Subject line: Privacy Request — [Your Name]
Mail: Polithos Solutions LLC — Privacy
115 S Weller Ln
Mount Prospect, IL 60056

We may need to verify your identity before processing your request. We will respond to all verified requests within 30 days. If we need more time, we will notify you within the initial 30-day period and explain the reason for the delay.

9. Children's Privacy

polithossolutions.com is not directed to children under the age of 13, and we do not knowingly collect personal information from children under 13. Our services are intended for business use by adults. If we become aware that we have inadvertently collected personal information from a child under 13, we will promptly delete that information. If you believe we may have collected information from a child under 13, please contact us immediately at legal@polithossolutions.com.

10. Links to Third-Party Websites

polithossolutions.com may contain links to third-party websites, including but not limited to LinkedIn, our product website, and partner websites. This Privacy Policy applies only to polithossolutions.com. We are not responsible for the privacy practices of any third-party website. We encourage you to read the privacy policy of every website you visit.

11. Polynex AI — Separate Privacy Policy

Our product Polynex AI collects and processes significantly different categories of data than our company website, including call recordings, call transcripts, caller personal information, and appointment data. That data is governed by a separate Polynex AI Privacy Policy available on the Polynex AI platform.

If you are a roofing contractor or agency partner using Polynex AI, please refer to the Polynex AI Privacy Policy for information about how call and lead data is collected, stored, processed, and protected.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or for other operational reasons. When we make material changes, we will:

- Update the Effective Date at the top of this page.
- Post a notice on polithossolutions.com for at least 30 days after the update.
- If you are on our waitlist or email list, send you an email notification of the change.

We encourage you to review this Privacy Policy periodically. Your continued use of polithossolutions.com after the effective date of any update constitutes your acceptance of the updated policy.

13. Contact Us

If you have any questions, concerns, or complaints about this Privacy Policy or our data practices, or if you would like to exercise any of your privacy rights, please contact us:

Polithos Solutions LLC — Privacy

115 S Weller Ln

Mount Prospect, IL 60056

United States

Email: legal@polithossolutions.com

Response time: We aim to respond to all privacy inquiries within 5 business days. Formal data subject requests are fulfilled within 30 days.

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