

# Privacy Policy

**Last Updated:** October 23, 2025

At **Helyx Labs**, your privacy is our priority.

This Privacy Policy explains how we collect, use, and protect your information across the Helyx Labs ecosystem.

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## 1. Information We Collect

We collect only the information necessary to operate and improve our services:

- **Personal Information:**  
Information you voluntarily provide, such as your name, email, or account details during registration or feedback submission.
  - **Usage Data:**  
Includes device type, operating system, IP address, app interactions, crash reports, and analytical metrics used to improve app performance.
  - **Cookies & Tracking Technologies:**  
We may use cookies and similar tools for essential functionality, analytics, and to enhance user experience.
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## 2. How We Use Your Information

Your data is used solely to improve your experience and ensure reliable performance across Helyx products:

- To provide, personalize, and maintain Helyx services.
- To enhance app performance, accuracy, and functionality.
- To communicate important updates, version releases, and relevant information.

- To ensure security, perform analytics, and prevent unauthorized access or misuse.

## Service-Specific Use

- **Helyx Ignite:** Uses command input and system access data strictly for executing user requests. No files or programs are accessed without explicit user action.
  - **Helyx Cogni:** Processes your inputs to provide intelligent responses. Conversation data may be temporarily stored to improve contextual performance, but it is **never shared or sold**.
  - **Helyx Aud:** Collects minimal interaction data to personalize audio experiences. All listening activity remains private — **no user data is ever leaked, sold, or used for external marketing**.
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## 3. Data Sharing

- **We do not sell your personal data.**
  - Data may be shared only with trusted, secure third-party services for analytics, hosting, or authentication (e.g., Supabase, Google).
  - Any third parties used by Helyx Labs are bound by strict confidentiality and data protection agreements.
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## 4. Data Security

- We employ **industry-standard encryption and protection measures** to safeguard your data.
- Authentication is securely handled by **Supabase and Google**, and all passwords are **hashed before storage**.
- While we maintain robust safeguards, no digital system is 100% secure. By using Helyx Labs, you acknowledge and accept this inherent risk.

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## 5. Your Rights

- You may **access, correct, or request deletion** of your personal data by contacting us at [contact.helyxlabs@gmail.com](mailto:contact.helyxlabs@gmail.com).
- You may **opt out of promotional communications** at any time via email or in-app settings.
- You can request a summary of any stored information associated with your account.

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## 6. Children's Privacy

- Helyx Labs does **not knowingly collect personal information** from users under the age of 13.
- If you are under 13, you may only use Helyx Labs under the supervision of a parent or legal guardian.

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## 7. Changes to this Policy

We may update this Privacy Policy periodically.

Revisions will be posted on this page with the updated date. We encourage you to review this policy regularly to stay informed about how we protect your data.

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**Contact Us:**

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

**Website:** [Helyx Labs](#)