QaskAI™

a Tayrex Corp product · qaskai.com

Privacy Policy

Last Updated: Friday September 18, 2026

This Privacy Policy explains how Tayrex Corp ("Tayrex," "we," "us," or "our") collects, uses, discloses, and protects information in connection with the QaskAI™ web portal, available at qaskai.com, and any related applications, sign-in, chat, billing, and administrative pages (collectively, the "Service"). This Policy applies to visitors, registered users, and Customers ("you"). It is written in two parts: general practices that apply to any web portal, and practices specific to the artificial intelligence features of QaskAI™.

Part 1 — General Web Portal Privacy Practices

1. Information We Collect

We collect the following categories of information through the Service:

- Account information: name, business email, company name, job title, and password (stored as a salted hash, never in plain text).
- Billing information: billing contact, address, and payment details, which are processed by our third-party payment processor — Tayrex does not store full payment card numbers on its own systems.
- Usage data: pages visited, features used, login timestamps, session duration, and general navigation activity within the portal (sign-in, chat, billing, and admin areas).
- Device and log data: IP address, browser type, operating system, and device identifiers, collected automatically for security and troubleshooting.
- Cookies and similar technologies: used to keep you signed in, remember preferences, and measure site performance (see Section 5).
- Support communications: information you provide when contacting support, including the content of support tickets and any files you attach.
- Content you submit to the chat interface, and, where connected, data from your own ERP environment (see Part 2 for how this is handled).

2. How We Use Information

We use the information above to:

- Provide, operate, and maintain the Service, including authenticating sign-in and processing billing;
- Respond to support requests and communicate with you about your account;
- Monitor, secure, and troubleshoot the portal, including detecting fraud, abuse, and unauthorized access;
- Improve the Service, including analyzing aggregate usage patterns across the sign-in, chat, billing, and admin pages;
- Send administrative notices (e.g., changes to these terms, service interruptions) and, where you have opted in, product updates;
- Comply with legal obligations and enforce our Terms and Conditions of Service.

3. How We Share Information

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

- Service providers who help us operate the portal (e.g., hosting, payment processing, email delivery, customer support tooling), under contractual confidentiality and data-protection obligations;
- Professional advisors (legal, accounting) as necessary;
- Law enforcement or regulators where required by law, subpoena, or valid legal process;
- A successor entity in the event of a merger, acquisition, or sale of business assets, subject to the same privacy commitments described here;
- Other parties with your explicit consent.

4. Data Security

We use administrative, technical, and physical safeguards designed to protect information transmitted through or stored by the portal, including encryption in transit (TLS), access controls limiting internal access to production data on a need-to-know basis, and logging/monitoring across the sign-in, chat, billing, and admin surfaces. No method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

5. Cookies and Tracking

The portal uses cookies and similar technologies for: (a) essential functions such as maintaining your signed-in session and CSRF protection; (b) preference storage (e.g., theme, dashboard layout); and (c) analytics to understand usage across pages. Where required by applicable law, we will present a cookie consent mechanism and honor your choices for non-essential cookies. You can also control cookies through your browser settings, though disabling essential cookies may prevent portions of the portal (such as sign-in) from functioning.

6. Data Retention

We retain account and billing information for as long as your account is active and as needed to comply with legal, tax, and accounting obligations thereafter. Usage and log data are retained for a limited period for security and troubleshooting purposes and then deleted or aggregated/anonymized. Upon account closure, we will delete or anonymize personal information within a reasonable period, except where retention is required by law or for legitimate business records (e.g., billing history).

7. Your Rights and Choices

Depending on your jurisdiction, you may have rights to access, correct, export, or delete your personal information, or to object to or restrict certain processing. To exercise these rights, contact us using the information in Section 12 ("Contact Us") of this Policy. We will verify your request and respond within the timeframe required by applicable law. Administrators of a Customer account may also manage or remove user accounts directly within the portal's admin pages.

8. Children's Privacy

The Service is intended for business use by adults and is not directed to children under 16. We do not knowingly collect personal information from children.

9. International Data Transfers

If you access the Service from outside the country where our servers are located, your information may be transferred to, stored, and processed in a different country. We take steps intended to ensure that such transfers comply with applicable data protection laws.

Part 2 — Artificial Intelligence-Specific Privacy Practices

QaskAI™'s core feature is an AI assistant that helps users of enterprise resource planning ("ERP") systems find information and troubleshoot issues, including, where enabled, by querying a Customer's own ERP data. Because this involves AI processing of potentially sensitive business data, this Part 2 describes those practices specifically, in addition to the general practices in Part 1.

10. What Data the AI Feature Accesses

- Chat inputs: the questions, prompts, and files you submit directly to the AI assistant.
- Connected ERP data: where a Customer has authorized a connection, QaskAI™ may query specific fields or records in the Customer's ERP environment (e.g., order status, inventory, support history) to generate a contextual response. Access is scoped to what the Customer's administrator has configured and is not used to browse the ERP system beyond what is needed to answer the query.
- Model outputs: the AI-generated responses, summaries, and recommendations returned to you ("Outputs"), which may be logged for quality review and troubleshooting.

11. How AI Inputs and Outputs Are Used

- Providing the Service: your inputs and connected ERP data are processed to generate the Output you requested, in real time or near-real time.
- Model improvement: we do not use your Customer Data or ERP data to train AI models made available to other customers, and we do not share it with underlying AI model providers for their own model training, without your prior written consent. Where feedback (e.g., thumbs up/down on a response) is used to improve the Service, it is handled in aggregated or de-identified form wherever feasible.
- Human review: a limited set of authorized Tayrex personnel may review flagged conversations or Outputs (e.g., in response to a support ticket, error report, or misuse investigation) — this is not routine and is limited to what is necessary to diagnose the issue.
- Retention of AI interaction logs: chat transcripts and associated Outputs are retained for a limited period to support troubleshooting, security, and audit purposes, and are deleted or anonymized on the schedule described in your Order Form or, absent a specific term, our standard retention schedule (available on request).
- No sale of AI interaction data: we do not sell chat content, ERP query content, or Outputs to third parties.
- Sub-processors: if QaskAI™ relies on a third-party AI model provider to generate Outputs, that provider processes data solely to return a response to QaskAI™, under contractual terms restricting further use, and is listed in our current sub-processor list (available on request).

12. AI Output Accuracy and Your Responsibility

AI-generated Outputs may be incomplete, out of date, or inaccurate, and are provided for informational purposes. This Privacy Policy addresses how data is handled to produce Outputs; it does not warrant the accuracy of any Output. See the Terms and Conditions of Service and Service Level Agreement for the applicable disclaimers and quality-feedback process.

13. Your Choices Regarding AI Features

- Customer administrators can enable or disable the ERP-data-connected features of QaskAI™ for their organization.
- You may avoid submitting particularly sensitive information (e.g., data unrelated to your ERP support need) directly into chat inputs.
- You may request deletion of specific chat histories associated with your account, subject to the retention needs described in Section 11.

Contact Us

Questions or requests regarding this Privacy Policy, including data access, correction, or deletion requests, can be submitted vi our website: QaskAI.com.

Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be posted on this page with an updated "Last Updated" date and, where required by law, communicated to you directly. Continued use of the Service after changes take effect constitutes acceptance of the revised Policy.