

Shadowfax Diagnostics Inc. Privacy Policy

Last Updated: January 22, 2026

Shadowfax Diagnostics Inc. ("we," "us," or "our") operates the Shadowfax platform. This Privacy Policy explains how we collect, use, disclose, and protect your information when you use our services.

Information We Collect

- **Account Information:** Name, email address, password (stored in hashed form), optional specialty
- **Payment Information:** Processed through Stripe (we do not store full payment card details; only Stripe customer and subscription IDs)
- **Usage Data:** Reports generated, login times, IP address, device information, browser type, operating system, user agent
- **Report Data:** Dictation content, generated reports, templates used
- **Session Data:** Device information, IP addresses, browser information for authentication and security
- **Google Account Data** (if using Google sign-in): Google ID, email, name, profile picture as provided by Google
- **Communications:** Support emails and correspondence

How We Collect Information

- **Directly from you:** When you create an account, make payments, use our services, or contact support
- **Automatically:** Through cookies, session tracking, and usage analytics
- **Third parties:**
 - Stripe (payment processing)
 - Google (OAuth authentication and email services)
 - Google Cloud/Vertex AI (AI processing services)

How We Use Your Information

- Provide and improve our services
- Process payments and manage subscriptions
- Send service-related emails (welcome, billing, updates, password resets)
- Analyze usage patterns to enhance product features
- Ensure security and prevent fraud
- Comply with legal obligations
- Provide customer support

HIPAA and Protected Health Information

IMPORTANT: Our B2C platform is designed for radiology dictation and may store patient identifiers and medical information. If you enter Protected Health Information (PHI), you acknowledge that:

- You are responsible for ensuring compliance with HIPAA and applicable privacy laws
- We are not a Business Associate and make no HIPAA compliance representations
- You use the service at your own risk regarding PHI handling
- We recommend consulting with legal counsel before using this service for PHI

Sharing Your Information

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

- **Service Providers:**
 - Stripe (payment processing)
 - Google (authentication and email services)
 - Google Cloud/Vertex AI (AI processing)
 - Hosting and infrastructure providers
- **Legal Authorities:** When required by law, court order, or government request
- **Business Transfers:** In connection with a merger, acquisition, or sale of assets, your information may be transferred to the acquiring entity

Data Security

We implement reasonable technical and organizational measures to protect your information, including encryption, secure authentication, and access controls. However, no method of transmission over the internet or electronic storage is 100% secure.

Data Retention

We retain your account data for as long as your account is active. Report data is retained according to your subscription plan and legal requirements. You may request deletion of your account and data at any time by contacting us (subject to legal and contractual obligations, such as financial record-keeping requirements).

Your Rights

You have the right to:

- Access your personal data
- Correct inaccurate data

- Delete your data (subject to legal exceptions)
- Data portability (receive your data in a structured format)
- Object to processing of your data
- Opt out of marketing emails

To exercise these rights, contact us at: privacy@shadowfaxai.com

Cookies and Tracking

We use cookies and similar technologies for:

- **Authentication:** HTTP-only cookies for secure session management
- **Analytics:** Tracking usage patterns to improve our services
- **Functionality:** Remembering your preferences and settings

You can manage cookie preferences in your browser settings. Note that disabling certain cookies may affect service functionality.

Children's Privacy

Our services are not intended for users under 18 years of age. We do not knowingly collect information from children.

International Data Transfers

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

Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated policy on this page with a new "Last Updated" date. Your continued use of our services after such changes constitutes acceptance of the updated policy.

Contact Us

For questions about this Privacy Policy or to exercise your rights, contact us at:

Shadowfax Diagnostics Inc.

Email: privacy@shadowfaxai.com

Support: support@shadowfaxai.com

Consent

By using Shadowfax Diagnostics Inc. services, you agree to this Privacy Policy.