

Privacy Policy

CODZS AI Vehicle Diagnostic Platform

Effective Date: April 12, 2026

This Privacy Policy describes how FleetServ® dba CODZS ("we," "us," or "our") collects, uses, and shares information when you use the CODZS platform, including codzs.com, codzs.ai, and related mobile applications (collectively, the "Platform"). By using the Platform, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

1.1 Information You Provide

- Account registration data (name, email address, mobile phone number)
- Authentication credentials (password, SMS OTP confirmation)
- Diagnostic inputs (OBD trouble codes, symptom descriptions)
- Uploaded images (scan tool readouts, dashboard warnings, part photos)
- Payment information (processed by Stripe; we do not store full card numbers)
- Communications you send to our support team

1.2 Information Collected Automatically

- Log data (IP address, browser type, pages visited, timestamps)
- Device identifiers and operating system information
- Session activity and query history
- Cookie and similar tracking data (see Section 7)
- Usage metrics (features accessed, credit consumption, session duration)

1.3 Information from Third Parties

- Authentication data from Google or Apple when you use SSO login
- Payment and billing status from Stripe
- Product catalog and order data from Shopify

2. How We Use Your Information

We use collected information to:

- Create and manage your account
- Authenticate your identity via SMS OTP and SSO
- Process and respond to diagnostic queries using AI models
- Deliver SMS messages, including one-time passcodes, security alerts, and account notifications
- Process subscription billing and credit purchases
- Surface contextually matched products in the Platform
- Improve and personalize the Platform experience
- Monitor for fraud, abuse, and security threats
- Comply with legal obligations
- Communicate service updates, policy changes, and support responses

We do not sell your personal information to third parties.

3. SMS Communications

3.1 Types of SMS Messages

When you provide your mobile phone number, you may receive SMS messages for:

- One-time passcodes (OTPs) for account authentication
- Account security alerts (e.g., new device login, password reset)
- Transactional notifications related to your account or subscription

3.2 Consent and Opt-Out

By providing your phone number during registration and completing SMS verification, you consent to receive the above messages. Message frequency varies. Message and data rates may apply.

To opt out, reply STOP to any CODZS SMS message. You may also update your preferences in account settings. Opting out of SMS will disable OTP-based authentication; you must use an alternative login method.

Reply HELP to any CODZS SMS for assistance, or contact us at legal@codzs.com.

3.3 Delivery

SMS messages are delivered via Amazon Web Services (AWS) Simple Notification Service (SNS). CODZS operates in compliance with 10DLC carrier registration requirements and applicable TCPA guidelines.

4. Sharing Your Information

We share information with third parties only as follows:

Service Providers: We share information with vendors who help us operate the Platform, including Stripe (payments), Shopify (ecommerce), Amazon Web Services (cloud infrastructure and SMS), Resend (transactional email), and Zoho One (CRM and marketing). These providers are contractually bound to use your data only to provide services to us.

AI Providers: Diagnostic queries are processed by AI model providers. Query content (codes, symptoms, images) may be transmitted to these providers. We use commercially reasonable measures to limit data retention by AI providers and do not transmit unnecessary personal identifiers with queries.

Business Transfers: If CODZS is acquired, merged, or undergoes a similar transaction, your information may be transferred as part of that transaction.

Legal Requirements: We may disclose your information if required by law, court order, or government request, or to protect the rights, property, or safety of CODZS, our users, or others.

Aggregated and De-Identified Data: We may share or license aggregated, anonymized diagnostic and usage data (not linked to individual identities) with partners such as parts manufacturers, OEMs, fleet operators, and research buyers.

5. Data Retention

We retain personal information for as long as your account is active or as needed to provide services, comply with legal obligations, resolve disputes, and enforce agreements. You may request deletion of your account and associated personal data by contacting us at legal@codzs.com. Some information may be retained in anonymized or aggregated form after account deletion.

6. Security

We use commercially reasonable technical and organizational measures to protect your information, including encrypted data transmission (TLS), access controls, and secure cloud infrastructure (AWS). No method of transmission over the internet is 100% secure. We cannot guarantee absolute security.

7. Cookies and Tracking

We use cookies and similar technologies to:

- Maintain authenticated sessions
- Remember your preferences
- Analyze usage and performance
- Support marketing and analytics functions

You can control cookie preferences through your browser settings. Disabling cookies may limit Platform functionality. We do not respond to "Do Not Track" signals at this time.

8. Your Rights and Choices

Depending on your location, you may have rights under applicable privacy law, including:

- Access to the personal information we hold about you
- Correction of inaccurate or incomplete data
- Deletion of your personal information (subject to legal retention requirements)
- Opt-out of SMS communications
- Portability of your data in a machine-readable format
- Restriction or objection to certain processing activities

To exercise these rights, contact us at legal@codzs.com. We will respond within the timeframe required by applicable law.

9. California Privacy Rights (CCPA/CPRA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA):

- The right to know what personal information we collect, use, share, or sell
- The right to delete personal information we have collected from you
- The right to opt out of the sale or sharing of personal information (we do not sell personal information)
- The right to non-discrimination for exercising your privacy rights
- The right to correct inaccurate personal information
- The right to limit the use of sensitive personal information

To submit a CCPA/CPRA request, contact us at legal@codzs.com with the subject line "California Privacy Request."

10. Children's Privacy

The Platform is not directed to individuals under the age of 18. We do not knowingly collect personal information from minors. If we learn that we have inadvertently collected data from a person under 18, we will delete it promptly. Contact us at legal@codzs.com if you believe we have collected data from a minor.

11. International Users

The Platform is operated in the United States. If you access the Platform from outside the United States, your information may be transferred to and processed in the U.S., which may have different privacy protections than your country of residence. By using the Platform, you consent to this transfer.

12. Third-Party Links

The Platform may contain links to third-party websites or product listings. We are not responsible for the privacy practices of those sites. We encourage you to review the privacy policies of any third-party services you interact with.

13. Changes to This Privacy Policy

We may update this Privacy Policy periodically. We will notify you of material changes via email or in-platform notice. The revised policy will be effective as of the updated effective date. Continued use of the Platform after changes take effect constitutes acceptance.

14. Contact

For questions, requests, or concerns regarding this Privacy Policy, contact us at:

FleetServ® dba CODZS

Phone: (888) 315-4228

Email: legal@codzs.com

Website: codzs.com