PRIVACY POLICY



PRIVACY POLICY

(Hereinafter referred to as “the Policy”)

of the Fixwave Technology FZCO (hereinafter referred to as “Fixwave”)

Last updated of the Policy: [Jan 1st 2026]

This Policy describes the Fixwave policies and procedures on collecting, processing, transferring and storage of information when you use the Services and the Software and tell you about privacy rights and how the law protects your Personal Data.

The Software and the Website use your Personal Data provided by you to provide and improve Fixwave’s Services. By using the Software, you agree to collect and use information following this, Policy.

The Policy makes in compliance with Articles 12,13 and 14 of the GDPR and with the CCPA provisions.

I. INTERPRETATION AND DEFINITIONS

Interpretation

The words in which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or plural.

Definitions

For the purposes of this Policy:

“Device” means any device that can access the Website, such as a computer, a telephone, or a digital tablet.

“Fixwave”, “we”, “our”, and “us” means the company that is an owner of this Website and Fixwave Automotive Solutions Software. The name of the company: Fixwave Technology FZO, the registered number is 55752, with its principal place of business at IFZA Business Park DDP Premises No. 55752 001, Dubai Silicon Oasis - Dubai, United Arab Emirates.

Fixwave Automotive Solutions is a registered product and service line under **Fixwave Technology FZCO**, a company legally established and operating under the laws of the **United Arab Emirates**, with its principal headquarters located in Dubai. All agreements, legal obligations, and communications henceforth shall be governed and executed through **Fixwave Technology FZCO** (Dubai)

“GDPR” means general data protection rules relating to the protection of natural persons about the processing of personal data and rules relating to the free movement of Personal Data.

“Personal Data” means any information relating to an identified or identifiable natural person (“data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, location data, an online identifier, etc.

“Processing” means any operation or set of operations that are performed on personal data or sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction

“Services” means that Fixwave provides the license for using our own Software, which supports the majority of the electronic control unit in the market, and we update them on daily basis. The available modules allow customers to perform many unique modifications such as (but are not limited); AGS removal, IMMO removal, DPF removal, EGR removal, Flaps removal, DTC removal, AdBlue removal, Pops and Bangs Activation, MAF removal, Hot Start Fix, Sport Displays Calibration, Lambda removal, Speed Limiter removal.

“Software” means an automotive reprogramming assistance software, offering solutions that follow the constant evolution of manufacturer electronic control units allowing the end-user to get the maximum performance out of modern electronic controlled engines for cars.

“Usage Data” refers to data collected automatically, either generated using the Website infrastructure itself (for example, the duration of a visit, website usage, and the number of users).

“User”, “you”, and “your” means any individual or legal entity who is using the Software and Services from Fixwave.

“Website” means Fixwave’s web platform for the User’s mobile devices or computers which can be used through a browser without downloading, under the name (domain) https://Fixwave.one/.

II. COLLECTING AND USING YOUR PERSONAL DATA

Personal Data:

While using the Software and the Website, you may provide certain personally identifiable information that can be used to contact or identify you. Personal Data that we collect may include, but is not limited to:

- Full legal name;
- Email;
- Contact phone number;
- Country of residence;
- Mailing address and legal address.

Fixwave has the right, at any time, at its sole discretion, to request you confirm your personal information or any other information related to providing Services.

III. USAGE DATA

Usage Data is collected automatically when using the Software, receiving Services and visiting the Website.

Usage Data may include information, type of the Device, pages that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you visit the Website and/or use the Software, Fixwave has the right to collect, process and transfer the following data:

- the type of Device that is used for vising the Website;
- the type of Device for installing the Software;
- Device operating system where you installed the Software;
- the type of internet browser that is used for visiting the Website;
- unique Device identifiers and other diagnostic data where you installed the Software;
- Fixwave has the right to check and control the Software installed on your Device to keep the functionality and protect it from any infringements by third parties.

IV. TRACKING TECHNOLOGIES AND COOKIES

Fixwave uses Cookies and similar tracking technologies to track the activity on the Website and in the Software and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyse the Software and the Website.

The technologies that Fixwave uses may include (but are not limited):

- Cookies or Browser Cookies. A cookie is a small file placed on your Device. You can instruct the browser to refuse all Cookies or to indicate when Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some parts of the Website.
- Flash Cookies. Certain features of the Website may use locally stored objects (or Flash Cookies) to collect and store information about your preferences or activity on the Website. Flash Cookies are not managed by the same browser settings as those used for Browser Cookies.
- Web Beacon. Certain sections of the Website emails may contain small electronic files known as Web Beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit Fixwave, for example, to count guests who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be “Persistent” or “Session” Cookies. Persistent Cookies remain on your personal Devices when you go offline, while Session Cookies are deleted as soon as you close the web browser.

Fixwave uses both Sessions and Persistent Cookies for the purposes set out below:

Necessary/Essential Cookies

Type: Session Cookies

Administered by Fixwave

Purpose: These Cookies are essential for providing you with services available through the Website and enabling you to use some of its features. They help to authenticate users and prevent fraudulent use of your accounts. Without these Cookies, the services that you have asked for cannot be provided, and Fixwave only uses these Cookies to provide you with those services.

Cookies Policy/Notice Acceptance Cookies

Type: Persistent Cookies

Administered by Fixwave

Purpose: These Cookies identify if you have accepted the use of cookies on the Website.

Functionality Cookies

Type: Persistent Cookies

Administered by Fixwave

Purpose: These Cookies allow the Website to remember the choices you make when using the Website, such as remembering your login details or language preference. The purpose of these Cookies is to provide you with a more personal experience and to avoid you having to re-enter preferences every time you use the Website.

Advertising Cookies

Administered by Fixwave

Purpose: Those cookies can be turned on and off by the Website to deliver our potential customers the best advertising experience. They do not contain personal information and are based on your actions over the Website.

GOOGLE ANALYTICS: personal data and information obtained by way of such cookies concern the use that you make of the Website and will be transmitted from your browser to Google Inc., with registered office at 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States of America, and stored on Google's servers. Google's norms on privacy, which we kindly invite you to read, are available at the following URL: http://www.google.com/intl/it/privacy/privacy-policy.html.

The information on personal data concerning Google Analytics services is available at the following URL: http://www.google.com/intl/en/analytics/privacyoverview.html.

BROWSING DATA: computer systems and procedures responsible for the correct functioning of the Website automatically acquire, whilst operating, some Personal Data concerning the browsing history of the User. For instance, within this category, Fixwave may find:

- IP addresses;
- Number of accesses to the Website;
- Visited pages;
- Date and time of access;
- Browser type;
- Adopted operating system.

Data voluntarily provided by you

Data freely and optionally provided by you via email to one of the email addresses indicated on the Website or in this Information may be acquired for purposes communicated to you from time to time. Besides email addresses required to answer you, additional Personal Data included within the same communication received by Fixwave may be processed. Personal Data collected as such will be retained and processed solely for the purpose of preserving them and sending correspondence and for no further purpose.

V. USE OF YOUR PERSONAL DATA

Fixwave may use Personal Data for the following purposes:

To provide and maintain the Website and the Software, including monitoring the usage of the Website and the Software.

For the performance of a contract: the development, compliance and undertaking of the purchase contract for the products, items, or services you have purchased or of any other contract with Fixwave through the Website.

To provide you with news, special offers and general information about services and events that Fixwave offers that are like those that you have already used unless you have opted not to receive such information.

To manage your requests: To attend to and manage your requests to the Website.

For business transfers: Fixwave may use your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or another sale or transfer of some or all Fixwave assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by Fixwave about the Website and the Software users is among the assets transferred.

For other purposes: Fixwave may use your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of the Website's and the Software's promotional campaigns, evaluating and improving the Website and the Software, products, and services, marketing, and your experience.

Fixwave may share your Personal Data in the following situations:

- With service providers: Fixwave has the right to share your Personal Data with service providers to monitor and analyses the use of the Website and the Software and to contact you.
- For business transfers: Fixwave may share or transfer your Personal Data in connection with, or during negotiations of, any merger, sale of Fixwave's assets, financing, or acquisition of all or a portion of Fixwave's business to another owner.
- With Affiliates: Fixwave has the right to share your Personal Data with Fixwave affiliates, in which case Fixwave will require those affiliates to honor this Privacy Policy. Affiliates include Fixwave's parent company and any other subsidiaries, joint venture partners or other companies that Fixwave controls or that are under common control with Fixwave.
- With business partners: Fixwave has the right to share your Personal Data with business partners to offer you certain products, services, or promotions.
- With your Consent: Fixwave has the right to disclose your Personal Data for any other purpose only with your advance consent.

VI. RETENTION OF YOUR PERSONAL DATA

Fixwave will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy.

Fixwave will retain and use your Personal Data to the extent necessary to comply with Fixwave's legal obligations (for example, if we are required to retain Fixwave's Personal Data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Fixwave will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period, except when this Personal Data is used to strengthen the security or to improve the functionality of the Website, or Fixwave is legally obligated to retain this data for longer periods.

Fixwave will retain your personal data with [Fixwave] database service that will provide the safest and most stable data protection.

VII. TRANSFER OF YOUR PERSONAL DATA

Your information, including Personal Data, processing by Fixwave's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

Your consent to this Privacy Policy, followed by submission of such information, represents your agreement to that transfer.

Fixwave will take all steps reasonably necessary to ensure that your Personal Data is treated securely and following this Privacy Policy, and no transfer of your Personal Data will take place to an organization or a

country unless there are adequate controls in place, including the security of your Personal Data and other personal information.

VIII. DISCLOSURE OF YOUR PERSONAL DATA

Business Transactions

If Fixwave is involved in a merger, acquisition or asset sale, your Personal Data may be transferred. Fixwave will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

Law enforcement

Under certain circumstances, Fixwave may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements

Fixwave may disclose your Personal Data in the good faith belief that such action is necessary to:

- Comply with legal obligations.
- Protect and defend the rights or property of Fixwave.
- Prevent or investigate possible wrongdoing in connection with the Software.
- Protect the personal safety of you, the Software, or the public.
- Protect against legal liability.

IX. CHILDREN'S PRIVACY DATA

Fixwave's Website and Software do not address anyone under the age of 18 (eighteen). Fixwave does not knowingly collect personally identifiable information from anyone under the age of 18 (eighteen). If you are a parent or guardian and are aware that the child has provided Fixwave with Personal Data, please contact us immediately.

If Fixwave becomes aware that we have collected Personal Data from anyone under the age of 18 (eighteen) without verification of parental consent, Fixwave takes steps to remove that Personal Data from our servers or/and any storage used by Fixwave.

If Fixwave needs to rely on consent as a legal basis for processing your information and your country requires consent from a parent, Fixwave may require your parent's consent before Fixwave collects and use that information.

X. SECURITY OF YOUR PERSONAL DATA

Fixwave takes all reasonable steps to protect information that is received from you from an accidental or unlawful destruction, loss, alteration, and unauthorized disclosure or access. Fixwave has put in place appropriate physical, technical and administrative measures to safeguard and secure your information, and Fixwave makes use of privacy-enhancing technologies such as encryption. If you have any questions about the security of your personal information, you can contact us VIA email: info@Fixwave.one.

XI. LINKS TO OTHER WEBSITES

Fixwave's Website and the Software may contain links to other websites that are not operated by us. If you click on a third-party link, you will be directed to that third-party's website. Fixwave strongly advises you to review the Privacy Policy of every site that you visit.

Fixwave has no control over and assumes no responsibility for the content, privacy policies or practices of any third-party sites or services.

XII. CHANGES TO THIS PRIVACY POLICY

Fixwave may update the Policy from time to time. Fixwave is not obliged to notify you and any other third parties of any changes by posting the new Policy on this page.

Fixwave has the right to update the Policy. Fixwave will let you and any other third parties know via updating the "Last Updated" date at the top of this Policy.

You and any other third parties are advised to review this Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

XIII. GDPR NOTICE

The legal basis for processing your Personal Data is Art. 6 sec. 1 a) b), f) Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals about the processing of personal data and the free movement of such data and repealing Directive 95/46 / MI Laws UE.L.2016.119.1) (GDPR), where the legitimate interest of Fixwave is related to providing the Software for you.

Personal Data will be processed for a period until an objection to data processing or termination is made, but no longer than 10 (ten) years.

You have the right to access, correct, delete, or restrict his or her Personal Data or to object to the processing, as well as the right to transfer the Personal Data and the right to complain to the supervisory authority.

In the case of obtaining data and processing them based on Art. 6 sec. 1-year a) GDPR – you have the right to withdraw consent at any time, without prejudice to the lawfulness of the processing carried out based on consent to its withdrawal.

Under the GDPR, Fixwave is a data controller for the Personal Data collected from all categories of data subjects listed above, with the following exceptions: Fixwave is a data processor of user logs, administrative user logs, and some account settings information. In addition, Fixwave is a data processor for any of the information provided by you through the Website and/or the Software that transit. Where Fixwave is a data processor, Fixwave processes data on behalf of you under your data processing instructions.

XIV. INFORMATION FOR CALIFORNIA RESIDENTS

This section provides additional disclosures required by the California Consumer Privacy Act (or "CCPA").

Please see Chart "Categories of personal information we collect" below in this Policy for a list of the personal information Fixwave has the right to collect about California consumers in the last 12 (twelve) months, along with Fixwave business and commercial purposes and categories of third parties with whom this information may be shared. For more details about the personal information, Fixwave collects, including the categories of sources, please see "Collecting and using Personal Data".

Categories of personal information we collect

Internet or other electronic network activity, such as browsing behavior and information about your usage and interactions with the Website and/or the Software.

Parties with whom the information may be shared

The third parties that provide services to Fixwave, such as those that assist us with customer support, subscription and order fulfilment, advertising measurement, communications and surveys, data analytics, fraud prevention, cloud storage, bug fix management and logging, and payment processing. Fixwave advertisers and marketing partners, such as partners, help determine the popularity of the content, deliver advertising and content targeted to your interests and assist in better understanding your online activity.

Subject to certain limitations and exceptions, the CCPA provides California users with the right to request to know more details about the categories and specific pieces of personal information, to delete their personal information, to opt-out of any "sales" that may be occurring, and to not be discriminated against for exercising these rights.

Fixwave does not "sell" the personal information we collect (and will not sell it in the future without providing a right to opt-out). Fixwave does allow our advertising partners to collect certain device identifiers and electronic network activity via Fixwave Website and the Software to show ads that are targeted to your interests on other platforms. To opt-out, you can adjust Device settings to limit ad tracking via the Website and/or the Software.

California users may make a rights request by emailing us at info@Fixwave.one. Fixwave will verify your request by asking you to provide information that matches the information Fixwave has on file about you. You can also designate an authorized agent to exercise these rights on your behalf. Authorized agents should submit requests through the same channels, but Fixwave will require proof that the person is authorized to act on your behalf and may also still ask you to verify his/her identity with Fixwave directly.

XV. DISPUTE RESOLUTIONN

If you have an unresolved privacy or data use concern that Fixwave has not addressed satisfactorily, please contact us via info@fixwave.one

XVI. CONTACTS

If you have any questions about this Policy, you can contact us:

- by email: info@fixwave.one

Fixwave Automotive Solutions

Tune Beyond Limits

Sunday Jan 1st 2026

Fixwave Technology

Fixwave Automotive Solutions *(A product under Fixwave Technology)*