

Privacy Policy

Fax App: Send & Receive Faxes Operated by Indiex Last updated: March 31, 2026

Introduction

Indiex ("we," "our," or "us") operates the Fax App: Send & Receive Faxes mobile application (the "App"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our App.

By using the App, you agree to the collection and use of information in accordance with this policy.

Information We Collect

Account Information

The App uses **anonymous authentication**. You are not required to provide an email address, password, name, or any personally identifiable information to use the App. When you first open the App, a unique anonymous identifier (UID) is automatically generated by Firebase Authentication. This UID is the only account identifier associated with your usage.

Fax Data

When you send or receive faxes, we collect and store: - Recipient and sender fax numbers - Documents you upload for faxing (PDFs, scanned images) - Number of pages per fax - Fax delivery status (pending, delivered, or failed) - Date and time of each fax transaction

Subscription & Credit Information

- Your subscription plan type (Standard or Business) and billing period
- Page credit balance and usage history
- Records of credit purchases, deductions, and refunds

We do **not** collect or store any payment card details. All payment processing is handled exclusively by Apple through the App Store's In-App Purchase system.

Contacts You Create

You may choose to save fax contacts within the App. These contacts (name, fax number, and optional company name) are manually entered by you and stored in your account. The App does **not** access or import your device's address book.

Push Notification Tokens

If you grant notification permissions, we store your device's push notification token to send you fax delivery status updates and incoming fax alerts. You can disable notifications at any time through your device settings.

Information We Do NOT Collect

- Email address or password (authentication is anonymous)
- Your name or physical address
- Location or GPS data
- Device contacts or address book
- Browsing history or app usage analytics
- Advertising identifiers
- Health, fitness, or biometric data

How We Use Your Information

We use the information we collect solely to:

- Send and receive faxes on your behalf
- Process your subscription and manage page credits
- Send push notifications about fax delivery status
- Maintain your fax history and saved contacts
- Monitor app stability and fix crashes
- Comply with legal obligations

We do **not** use your data for advertising, profiling, or marketing purposes.

Data Storage & Security

- All data is stored on Google Firebase infrastructure (Firestore database and Cloud Storage) with encryption at rest and in transit
- Fax documents are transmitted to recipients via Telnyx, a secure telecommunications provider, using time-limited signed URLs (30-minute expiration)
- All network communications use HTTPS/TLS encryption
- Firestore security rules enforce strict per-user data isolation — you can only access your own data

Third-Party Services

The App uses the following third-party services to operate:

Service	Purpose	Data Shared
Firebase Authentication (Google)	Anonymous user accounts	Anonymous UID only
Firebase Firestore (Google)	Data storage	All user data (encrypted)
Firebase Cloud Storage (Google)	PDF document storage	Fax documents
Firebase Cloud Messaging (Google)	Push notifications	Device notification token
Firebase Crashlytics (Google)	Crash reporting	Anonymous crash logs
Firebase Remote Config (Google)	App configuration	No user data
Telnyx	Fax transmission and phone numbers	Recipient/sender fax numbers, fax documents (via signed URL), page count
RevenueCat	Subscription management	Anonymous UID, subscription type, purchase events
Apple App Store	Payment processing	Handled entirely by Apple

We do **not** sell, rent, or trade your personal information to any third party.

Data Retention

- **Fax documents:** Stored in your account until you request deletion
- **Fax history and credit records:** Retained for the duration of your account
- **Saved contacts:** Retained until you delete them or request account deletion
- **Push notification tokens:** Updated automatically; old tokens are replaced
- **Dedicated fax numbers** (Business plan): Retained for 7 days after subscription cancellation, then released

Your Rights

You have the right to:

- **Access** your data by viewing your fax history, contacts, and account information within the App
- **Delete** individual contacts within the App
- **Request account deletion** and removal of all associated data by contacting us at support@indix.app

- **Opt out** of push notifications via your device settings
- **Cancel** your subscription at any time through your Apple ID settings

To exercise any of these rights, contact us at support@indiex.app.

Children's Privacy

The App is not intended for use by children under the age of 13. We do not knowingly collect any information from children. Since the App uses anonymous authentication, no age verification is performed. If you believe a child under 13 is using the App, please contact us so we can take appropriate action.

HIPAA Notice

The App uses industry-standard encryption for data transmission and storage. However, Indiex is not a HIPAA-covered entity or business associate. Healthcare professionals considering the use of the App for transmitting protected health information (PHI) should evaluate compliance with their own organizational HIPAA obligations before doing so.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by updating the "Last updated" date at the top of this page. Your continued use of the App after any changes constitutes acceptance of the updated policy.

Contact Us

If you have questions or concerns about this Privacy Policy:

- **Email:** support@indiex.app