

Privacy Policy

Effective: March 30, 2026

HOW SEGFLOW AI LLC COLLECTS, USES, AND PROTECTS YOUR DATA

1. Introduction

SegFlow AI LLC, a Texas limited liability company ("we," "our," or "us"), operates the SegFlow AI platform at segflowai.com. This Privacy Policy describes how we collect, use, store, and disclose information when you use our Service. By using the Service, you consent to the practices described in this Privacy Policy.

2. Information We Collect

2.1 Information You Provide

- Account information: name, email address, company name, professional credentials, and billing information
- Property data: addresses, property details, images, floor plans, and financial data you upload for cost segregation analysis
- Communications: messages you send to us through support channels or feedback forms
- Payment information: credit card or payment details processed through our third-party payment processor

2.2 Information Collected Automatically

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cookies (see our [Cookie Policy](#) for details)

2.3 Information from Third-Party Services

We may receive information from third-party services you connect to your account, such as accounting software integrations.

3. How We Use Your Information

- Provide, operate, and improve the Service
- Process cost segregation analyses using AI models
- Perform same-day human-in-the-loop quality assurance review on paid-tier studies (see Section 3.1)
- Process payments and manage subscriptions
- Send transactional communications (receipts, account updates, service notifications)
- Respond to support requests and inquiries
- Detect and prevent fraud, abuse, or security incidents
- Comply with legal obligations
- Improve our AI models and algorithms (using de-identified and aggregated data only)

3.1 Human-in-the-Loop QA Review (Paid Tiers)

For projects submitted by paid-tier accounts (Professional and Enterprise), our small internal admin team performs a same-day quality assurance sanity check on AI-generated draft studies before they are released to the accountant for review. The purpose of this review is to catch obvious AI errors — such as duplicate detections, miscategorizations, missing context, and cost outliers — so that the accountant does not have to spend time correcting AI noise.

During this review, authorized SegFlow AI personnel access only the specific project being reviewed (including the property address, uploaded photos and documents, generated asset ledger, and any notes the accountant attached at submission), and only for the duration of the sanity check. Access is logged. Our QA review is not a professional cost segregation review or sign-off; responsibility for the final study remains with the accountant. Free-tier projects

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the free tier (which bypasses our QA review entirely) or contact us at admin@segflowai.com to discuss enterprise data handling options.

4. Third-Party Data Processing

To deliver our AI-powered analysis, your property data may be processed by the following categories of third-party service providers:

- AI and machine learning providers (for generating cost segregation estimates)
- Cloud infrastructure providers (for hosting and data storage)
- Payment processors (for billing and subscription management)
- Analytics providers (for understanding usage patterns)

All third-party providers are contractually obligated to protect your data and use it only for the purposes specified. We do not sell your personal information to third parties.

5. Data Retention

We retain your account information for as long as your account is active or as needed to provide the Service. Data is retained for the duration of your account. Upon account deletion or written request to admin@segflowai.com, we will delete your data within 30 days. You may request deletion of your property data and AI-generated outputs at any time by contacting admin@segflowai.com. We will process verified deletion requests within 30 days, unless legal obligations require longer retention.

6. Data Security

We implement commercially reasonable technical and organizational measures to protect your data, including encryption in transit (TLS) and at rest, access controls, and regular security assessments. However, no method of transmission over the Internet is 100% secure, and we

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Depending on your jurisdiction, you may have the following rights regarding your personal information:

- Access: Request a copy of your personal data
- Correction: Request correction of inaccurate data
- Deletion: Request deletion of your personal data
- Portability: Request your data in a machine-readable format
- Opt-out: Opt out of marketing communications

To exercise these rights, contact us at admin@segflowai.com. We will respond to verified requests within 30 days.

8. California Privacy Rights (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA), including the right to know what personal information we collect, the right to delete your personal information, and the right to opt out of the sale of your personal information. We do not sell personal information.

9. Children's Privacy

The Service is not directed to individuals under 18 years of age. We do not knowingly collect personal information from children.

10. International Data Transfers

Your data may be transferred to and processed in the United States or other jurisdictions where our service providers operate. By using the Service, you consent to such transfers.

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acceptance of the updated policy.

12. Contact Us

If you have questions about this Privacy Policy, please contact us at admin@segflowai.com.

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