

CaliperX Service Agreement

Terms of Service and Privacy Policy · version 2026-10-01 · effective October 1, 2026 · Skyrocket Motorsports

This file contains the two documents a shop agrees to when it creates a CaliperX account. The current versions are always at <https://www.caliperx.app/terms> and <https://www.caliperx.app/privacy>.

Part A — Terms of Service

These terms are a contract between **Skyrocket Motorsports**, the business that operates CaliperX (“we”, “us”), and the independent repair business that subscribes to the software (“you”, “the Shop”).

Please read section 5 and sections 14 to 17 carefully. They set out what we are and are not responsible for, and they limit what you can recover from us.

1. What CaliperX is

CaliperX is **software**. We license it to you as a subscription so you can take bookings, keep records, run inspections, and produce estimates, invoices and receipts for your own business. That is the entire service.

We do not perform, supervise, inspect, direct, schedule, endorse, guarantee or insure any vehicle repair, maintenance or inspection work. We are not a repair shop, a broker, a referral service, a lead generator, a marketplace, a payment processor, an employer, an agent, or a party to any agreement between you and your customers.

We do not send customers to you. Every booking you receive begins with a link or QR code that you gave someone.

2. Accepting these terms

You accept these terms when you create an account, and again each time you keep using the software after we publish a change. We record the version you accepted and the date, and we may record the network address the acceptance came from, so that both of us have a record of what was agreed.

You must be at least 18 and legally able to enter into a contract. If you are signing up for a company, you confirm you are authorized to bind that company, and “you” means that company.

If you do not agree to these terms, do not use the software.

3. You are an independent business

Nothing here creates an employment, agency, partnership, franchise or joint-venture relationship. You set your own prices, choose your own customers, control your own schedule and work under your own name and your own business judgment.

You alone are responsible for:

- holding every license, registration, certification, bond and permit your work and your state require;
- carrying appropriate liability, garage-keepers and vehicle insurance;
- the safety, quality, workmanship, timeliness and legality of everything you do;
- the parts and materials you source, install, reuse or advise on;
- complying with the automotive repair laws of every state you work in, including any rules on written estimates, written authorization before work begins, price ceilings above an estimate, return of replaced parts, posted signage and record keeping;
- your own agreements, warranties, guarantees, disputes and refunds with your customers;
- all of your own taxes, including income tax, self-employment tax and any sales or use tax you are required to collect and remit.

The software will happily produce a document that does not satisfy your state's rules. Making the paperwork legally sufficient where you work is your job, not ours. If you are unsure, ask a lawyer in your state before you rely on it.

4. Money between you and your customers

Your customers pay you directly. CaliperX never collects, holds, routes, escrows, settles, refunds or reverses money between you and your customers. We take no commission and no fee per booking.

Any amount recorded in the software as paid, part paid or owed is **your own bookkeeping entry**, written by you. It is not a payment we processed, confirmed or verified, and it is not evidence that money actually moved.

Tax rates, travel fees, discounts and prices are figures **you** choose and are responsible for. We do not provide tax, accounting, insurance or legal advice, and we do not calculate, file, collect or remit anything on your behalf.

5. What we are not responsible for

This section is the heart of the agreement, so it is written plainly. CaliperX provides a tool for running your business. What you do with that tool, and what happens between you and the people who hire you, is yours.

We are not responsible, and accept no liability, for any of the following:

- **The work you do.** Any defect, failure, injury, death, fire, property damage, vehicle damage, towing, downtime or loss arising out of repairs, maintenance, inspections, diagnoses, parts or advice you provide.
- **Disputes with your customers.** Any disagreement, complaint, claim, demand, negative review, small-claims action, regulatory complaint or lawsuit between you and a customer.
- **Customers who do not pay you.** If a customer refuses to pay, pays late, pays in part, stops a check, reverses a card payment or disappears, that is a matter between you and them. We have no obligation to pursue, collect, guarantee, advance, insure or reimburse any amount you are owed.
- **Refunds and chargebacks.** Any refund, credit, price adjustment, warranty claim, goodwill payment or chargeback owed to your customer is yours to decide and yours to pay. We will not issue it, fund it or arbitrate it.
- **Your paperwork.** Whether an estimate, invoice, receipt, authorization, signature or inspection report you produced is accurate, complete, enforceable, or sufficient under the law of your state.
- **Your communications.** Any message, text, email or call you send to a customer, and the consequences of sending it.
- **Your customers' conduct.** Anything a customer does or fails to do, including giving you wrong information, cancelling, not turning up, or misusing a link you sent them.
- **Errors and interruptions in the software.** Bugs, defects, downtime, maintenance, a failed or delayed notification, a mis-decoded VIN, an arithmetic or tax-calculation result, a lost or corrupted record, or any other technical fault, on the terms set out in sections 13 to 15.

Nothing in this section limits any liability that the law does not allow us to limit. See section 15.

6. Your subscription, trial and renewal

New accounts get a free trial of the length stated at sign-up — currently seven days, or fourteen for a shop that arrived on another shop's referral code. **A payment card is required to start the trial.** Nothing is charged while the trial runs, and if you cancel before it ends you are not charged at all.

Your subscription renews automatically. When you add a card and subscribe, the plan bills in advance and **renews itself for the same period, at the then-current price, until you cancel.** There is one plan at one flat monthly price, with no minimum term. If we change the price, the change applies to every shop at the same time, and **we will email the**

address on your account at least 30 days before the new price takes effect. If you do not accept it, cancel before that date and you will not be charged the new amount.

You can cancel at any time from your account page on the website. Cancellation takes effect at the end of the period you have already paid for, and you keep access until then. We do not require you to call or email to cancel.

Fees are billed in advance and are **non-refundable**, except where the law of your state requires otherwise. We may change pricing on at least 30 days' notice by email, as described above. If you do not accept a price change, your remedy is to cancel before it takes effect.

Subscription payments are handled by our payment processor. We do not receive or store your full card number.

Referrals. If you refer another shop with your code, you earn the reward advertised at the time once that shop has paid for its first month. A reward is not earned while the shop is still in a trial, and is void if the shop is refunded, charges back, or the signup is not genuine. We may change or end the referral programme on reasonable notice; rewards already earned are not affected.

7. Your data and your customers' data

Everything you enter — your customers, vehicles, jobs, photos, notes, documents and records — remains **yours**. We claim no ownership of it. You grant us only the permission we need to host, back up, transmit, display and process it in order to run the software for you, and to keep it secure.

As between you and us, **you are the controller** of the personal information you collect about your customers, and we process it on your instructions. You are responsible for having a lawful basis to collect it, for the notices and choices you give your customers, and for responding to their requests about it.

How we store, secure, share and retain information is described in our Privacy Policy (<https://www.caliperx.app/privacy>), which forms part of these terms.

You can export your records while your account is active. **Keep your own copies of anything you are legally required to retain** — see section 13.

8. Links you share with customers

Your booking page has a web address based on your business name, which you can change. Estimates, invoices, receipts, inspection reports and reschedule links each get their own long, randomly generated address.

These links are **unguessable but not secret**: anyone who has a link can open the document it points to, without signing in. That is what makes them convenient to text to a customer. You are responsible for who you send them to. Do not put confidential information in a document you would not want a recipient to forward.

Inspection report links expire. The web page for an inspection report, including its photos, stays open for **99 days** after the inspection is completed. After that the link stops working and the photos are deleted from our systems to limit what we store. The report itself remains in your account and can be sent again as a PDF, without the photos. If you or your customer want to keep the photos, save them within that window.

9. Text messages and contacting customers

CaliperX does not send text messages, emails or calls to your customers on your behalf. Where the software offers pre-written wording, it simply opens your own phone with the message ready; **you** decide whether to send it, and it goes from your number.

You are solely responsible for complying with the laws that govern contacting people, including the Telephone Consumer Protection Act, state telemarketing and messaging laws, do-not-call rules, and any consent, identification and opt-out requirements. You are responsible for obtaining any consent required before contacting a customer, and for honoring a request to stop.

10. Electronic signatures

The software can capture a customer's drawn signature on an estimate or invoice, together with the date and time, the network address it came from, and a frozen copy of the figures they were shown.

We provide this as a **record-keeping feature**. We do not warrant that any particular signature is valid, attributable, admissible or enforceable, or that it satisfies the federal E-SIGN Act, your state's Uniform Electronic Transactions Act, or any rule specific to automotive repair authorizations in your state. Confirming that what you collect is sufficient for your purposes is your responsibility.

11. Inspections, scores and VIN decoding

Inspection checklists, condition scores and grades are **aids to your own professional judgment**, produced from what you entered. They are not a certification, a safety rating, a warranty, a guarantee of a vehicle's condition, or a substitute for your inspection. The findings and the report are yours, and you are responsible for them.

VIN scanning and decoding may draw on public data, including services operated by the US National Highway Traffic Safety Administration. Decoded results can be wrong, incomplete or out of date. **Check the vehicle before you rely on it.**

Any checklist that reproduces a third party's form is provided so that you can complete that form. We are not affiliated with, endorsed by or acting for any such third party, and we do not guarantee that they will accept a document produced with the software.

12. Acceptable use

You agree not to:

- use the software to break the law, or to arrange or document work you are not licensed to perform;
- send unlawful, deceptive, harassing or unsolicited messages;
- impersonate any person or business, or misrepresent who you are on a booking page or a document;
- store information you have no right to hold, or upload a photograph of a person without their consent where consent is required;
- share one subscription across separate businesses, or resell or sublicense the software;
- probe, attack, overload, scrape, copy, decompile or reverse-engineer the service, or try to reach data belonging to another shop;
- remove or obscure any notice that identifies the software.

Staff sign-ins you create are your responsibility. Anything done under your account or your staff's sign-ins is treated as done by you. Keep passwords secure and tell us promptly if you think an account has been compromised.

13. Availability, backups and keeping your own records

We aim to keep the service running and to take regular backups, but we do not promise any particular level of uptime, speed or data durability, and we do not offer a service-level agreement with this plan.

Keep your own copies. The software is a convenience, not your system of record for anything the law requires you to retain. You are responsible for exporting and independently retaining tax records, repair orders, authorizations and any other document you must keep, for as long as your state requires.

Scheduling and notifications are a convenience too. A booking, reminder or push notification may be delayed, duplicated or not arrive at all. **Confirm appointments with your customers yourself.**

We may change, improve, suspend or discontinue any part of the service. If we discontinue the service altogether, we will give you reasonable notice and a chance to export your data.

14. The software is provided as is

THE SOFTWARE IS PROVIDED “**AS IS**” AND “**AS AVAILABLE**”, WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND.

TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS, IMPLIED AND STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF **MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, ACCURACY AND NON-INFRINGEMENT**, AND ANY WARRANTY ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.

WE DO NOT WARRANT THAT THE SOFTWARE WILL BE UNINTERRUPTED, SECURE, TIMELY OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, THAT DATA WILL NOT BE LOST, OR THAT ANY CALCULATION, DECODED VIN, SCORE, DOCUMENT OR NOTIFICATION WILL BE ACCURATE, DELIVERED OR FIT FOR YOUR PURPOSE.

Some states do not allow the exclusion of certain implied warranties, so parts of this section may not apply to you. In that case those warranties are limited to the shortest period the law allows.

15. Limitation of liability

TO THE FULLEST EXTENT PERMITTED BY LAW, SKYROCKET MOTORSPORTS WILL NOT BE LIABLE FOR ANY **INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES**, OR FOR ANY **LOST PROFITS, LOST REVENUE, LOST BUSINESS, LOST GOODWILL, LOST OR CORRUPTED DATA, OR COST OF SUBSTITUTE SERVICES**, however caused and on any theory of liability, even if we have been advised that such damages are possible.

OUR TOTAL AGGREGATE LIABILITY FOR ALL CLAIMS RELATING TO THE SOFTWARE IS LIMITED TO THE **GREATER OF (a) THE SUBSCRIPTION FEES YOU ACTUALLY PAID US IN THE TWELVE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM, OR (b) ONE HUNDRED US DOLLARS (\$100)**.

WE ARE NOT LIABLE AT ALL FOR ANY LOSS, INJURY, DAMAGE, DEFECT, NON-PAYMENT, REFUND OR DISPUTE ARISING OUT OF WORK YOU PERFORMED, PARTS YOU SUPPLIED, ADVICE YOU GAVE, OR YOUR DEALINGS WITH ANY CUSTOMER. THAT IS BETWEEN YOU AND YOUR CUSTOMER.

These limits do not apply to liability that cannot be excluded or limited by law. Nothing in these terms excludes or limits our liability for fraud or fraudulent misrepresentation, for willful misconduct or gross negligence, for death or personal injury caused by our negligence, or for any other liability that applicable law does not permit us to disclaim.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the exclusions above may not apply to you in full. Where a limit is unenforceable, it applies to the maximum extent the law allows, and the rest of this section stays in force.

These limits reflect a deliberate allocation of risk between two businesses and are a fundamental basis of the bargain. The price of the subscription would be materially different without them.

16. You indemnify us

You will defend, indemnify and hold harmless Skyrocket Motorsports and its owners, employees and contractors from any claim, demand, action, loss, liability, penalty, fine, judgment, settlement or expense (including reasonable attorneys' fees) brought by a third party and arising out of or relating to:

- repair, maintenance, inspection or diagnostic work you performed or failed to perform;

- parts or materials you supplied, installed or recommended;
- injury to any person, or damage to any vehicle or property;
- your customers, your dealings with them, your documents, your refunds and your collections;
- messages, calls or texts you sent;
- your licensing, insurance, employment practices or taxes;
- personal information you collected, stored or disclosed; or
- your breach of these terms or of any law.

We will notify you of a claim, let you control its defense with counsel we reasonably approve, and cooperate at your expense. You may not settle a claim in a way that imposes an obligation or admission on us without our written consent.

17. Suspension, termination and what happens to your data

You may stop using the software and close your account at any time. We may suspend or end an account for non-payment, for unlawful or abusive use, or where use puts the service or other subscribers at risk. Where it is reasonable to do so, we will warn you first.

If a payment fails, we ask your bank again on a retry schedule. When those attempts run out the subscription is canceled and the account is locked. Nothing is deleted at that point — your jobs, customers and paperwork stay exactly as you left them, and putting a working card back on picks up where you stopped.

A locked or closed account is kept for 90 days. Before that period ends we email you a copy of your own records — your jobs, your customers, and every estimate and invoice you produced — so that nothing is lost when the account goes. At the end of the 90 days the account and everything in it is deleted, except anything we are required to keep longer for legal, tax or dispute-resolution reasons. You may ask us to delete it sooner, and you can take a copy yourself at any time while the account is open. Timescales are in the Privacy Policy (<https://www.caliperx.app/privacy>).

Sections 3, 4, 5, 7, 8, 9, 10, 11, 14, 15, 16, 18 and 19 survive termination.

18. Resolving a dispute

Talk to us first. If something goes wrong, email support@caliperx.app (<mailto:support@caliperx.app>) with a description of the problem and what you would like done. Most things are fixable, and we ask that you give us **30 days** to resolve it before starting a formal proceeding.

Governing law. These terms, and any dispute arising out of them or the software, are governed by the laws of the State of Tennessee, without regard to its conflict-of-law rules and excluding the UN Convention on Contracts for the International Sale of Goods.

Individual arbitration. If we cannot resolve a dispute informally, either of us may elect to have it settled by binding individual arbitration administered by a recognized arbitration provider under its commercial rules, rather than in court. The arbitrator decides the dispute on an **individual basis only**, and may not preside over any class, collective or representative proceeding. Judgment on the award may be entered in any court with jurisdiction.

What is excluded. Either of us may bring a claim in **small-claims court** if it qualifies, and either of us may ask a court for an injunction to protect intellectual property or to stop unauthorized access to the service. Where arbitration does not apply or is unenforceable, the dispute goes to the state and federal courts located in Tennessee, and both of us consent to that venue.

You can opt out of arbitration. Email support@caliperx.app (<mailto:support@caliperx.app>) within **30 days** of first accepting these terms, saying that you opt out of arbitration and giving your account name. Opting out costs you nothing and changes nothing else in this agreement.

Nothing in this section prevents you from reporting a matter to a government agency or from exercising a right that the law says you cannot give up.

19. The rest of it

- **Changes to these terms.** We may update them. If a change is material we will give reasonable notice — by email or in the app — before it takes effect. Continuing to use the software after that means you accept the new version. If you do not accept it, cancel before it takes effect.
- **Severability.** If any provision is held unenforceable, it is modified to the least extent needed to make it enforceable, or struck if that is not possible, and everything else stays in force.
- **No waiver.** If we do not enforce something straight away, we have not given up the right to enforce it later.
- **Assignment.** You may not assign this agreement without our written consent. We may assign it to a successor in connection with a merger, acquisition or sale of assets.
- **Force majeure.** Neither of us is liable for a delay or failure caused by something outside our reasonable control, including outages at a hosting or network provider, natural disaster, fire, epidemic, war, labor dispute or government action.
- **Entire agreement.** These terms and the Privacy Policy (<https://www.caliperx.app/privacy>) are the whole agreement between us about the software, and replace anything said or written beforehand.
- **Notices.** We will send notices to the email address on your account; keep it current. You send notices to us at the address in section 20.

20. Contact

CaliperX is operated by **Skyrocket Motorsports**, based in Tennessee, United States.

Questions about these terms, a dispute, or an arbitration opt-out: support@caliperx.app (<mailto:support@caliperx.app>).

Part B — Privacy Policy

This policy explains what Skyrocket Motorsports collects, how it is stored, who it is shared with and how long it is kept.

CaliperX is software sold to independent repair shops, so there are **two different relationships** here and they are not treated the same. Section 1 explains which one applies to you.

1. Two different relationships

- **Shops are our customers.** If you subscribe to CaliperX to run your repair business, we hold your account and billing details and we decide how they are used. For that information, we are the controller.
- **Vehicle owners are the shop's customers, not ours.** If you booked an appointment with a shop, that shop chose what to collect and why. We store and process it **on their behalf and on their instructions**. For that information, the shop is the controller and we are their processor.

If you are a vehicle owner and you want your information corrected or deleted, the fastest route is to contact the shop you booked with — it is their record. Section 8 explains what to do if you cannot reach them.

2. What we collect from shops

- **Account details** — your name, email address or username, and a password.
- **Business details** — shop name, phone, email, address, service area, time zone, hours, services and prices, tax settings, travel fee, and the mechanic photo and first name you choose to show on your booking page.
- **Subscription details** — plan, status, renewal date, and identifiers from our payment processor. **We never receive or store your full card number.**
- **Records you create** — customers, vehicles, jobs, bookings, estimates, invoices, receipts, payments, inspections, expenses, mileage, parts, notes and photos.
- **Staff accounts** — the name, username and hashed password of any tech you add.
- **Device tokens** — if you turn on notifications, a push token and a device name, so a notification can reach the right phone.
- **Acceptance record** — which version of the terms you accepted, when, and the network address it came from.
- **Technical logs** — request and error logs generated by our hosting provider in the ordinary course of running the service.

3. What a booking collects from a vehicle owner

When you book with a shop through its page, that shop collects your name and phone number, and — depending on what it asks for — your email address, service address, vehicle details including VIN and license plate, what is wrong with the vehicle, and any photos you attach.

Address and vehicle details exist so the mechanic can find you and bring the right parts. Nothing is required beyond what the shop's booking page asks for.

If you **sign** an estimate or invoice, the record saved is the signature you drew, your name, the amount you agreed to, a frozen copy of the line items you were shown, the date and time, your network address and your browser identifier. Those last items exist so the shop has meaningful evidence of what was agreed.

If a shop completes a **Turo annual inspection** for you as the host, it records your name, and the email address, phone number and signature you provide when you sign the form.

4. How and where your information is stored

Where. All data is held in the **United States**, on cloud infrastructure operated by our hosting provider, Railway, which runs on established data-center providers. We do not operate our own servers.

In what. Records live in a **PostgreSQL database** that is private to the service and not reachable from the public internet. Each record is tagged with the shop that owns it, and every request is filtered by that ownership so one shop cannot read another's data.

Photos and signatures. Vehicle photos, inspection photos, your shop photo and signature images are stored as **binary data inside that same database**, not in a public file bucket. There is no public web address for an image, so an image cannot be found by guessing a URL or picked up by a search engine.

Passwords. Passwords are hashed with **bcrypt** and never stored in a readable form. We cannot see your password, and we cannot tell you what it is — we can only help you set a new one.

In transit. All traffic between your phone or browser and the service is encrypted with **HTTPS/TLS**. The connection between the service and its database is likewise encrypted.

Document links. Estimates, invoices, receipts, inspection reports and reschedule links are reached through a randomly generated address of **24 random bytes**. They cannot be guessed or counted through, and they are marked so search engines do not index them. Anyone holding a link can open that one document, which is what makes it possible to text one to a customer.

Backups. The database is backed up by our hosting provider. Backups are held in the same region and are encrypted at rest. A deleted record may persist in a backup for a period after deletion before it is rotated out.

Access. Access to production data is limited to the people who operate CaliperX, and is used only to run the service, fix a fault or respond to a support request.

5. Who else sees it

We do not sell personal information, we do not share it with other shops, and we do not use it to advertise to you. We have never sold personal information and we do not share it for cross-context behavioral advertising.

Ad measurement on our public website only. The pages of caliperx.app you can see before signing in (the home page, pricing, sign-up and the pages around them) load Google Ads conversion tracking, which sets a cookie so Google can tell us when a visit that started from one of our ads led to a sign-up. It is not loaded in the app, in the browser dashboard, in your account pages, or on any page your customers open (booking pages, estimates, invoices, inspection reports). It does not receive your name, email or anything you type into the app. If you arrived from one of our Google ads, we also keep the click identifier Google appended to the link, for 90 days in a cookie and then on your account, solely so we can report back to Google that the click led to a paid subscription. You can block it with your browser's cookie settings and the site still works.

We use a small number of service providers, each of which processes data only to provide its service to us:

- **Railway** — hosting, the database and its backups.
- **Stripe** — subscription billing for shops. Stripe receives the card details a shop enters and holds them; we receive only a customer and subscription identifier and the status of the subscription.
- **Expo** — delivery of push notifications to a shop's own phone. Expo receives the device token and the notification text.
- **The US National Highway Traffic Safety Administration** — when a VIN is decoded, the VIN is sent to its public vPIC lookup to retrieve vehicle specifications. No personal information is sent with it.

We may also disclose information where the law requires it, to respond to a valid legal process, to protect the rights or safety of a person, or to enforce our terms. If Skyrocket Motorsports is ever involved in a merger, acquisition or sale of assets, account data may transfer as part of that transaction, and this policy will continue to apply until it is replaced.

6. How long it is kept

- **While your account is open**, records are kept until you delete them. Deleting a job, document or customer moves it to the trash, where it stays recoverable for **30 days** and is then removed.
- **After an account closes** — because you closed it, or because a subscription was canceled for non-payment — it is locked and kept for **90 days** so you can come back to it. Within that window we email you a copy of your records. At the end of the 90 days it is deleted, except where we must keep something longer for legal, tax or dispute-resolution reasons.
- **Inspection photos** are kept for **99 days** after the inspection is completed, which is also how long the report's web link works. After that the photos are deleted and the report remains available to the shop as a PDF without them.
- **Backups** are rotated on our hosting provider's schedule, so a deleted item can persist in a backup for a period after it disappears from the live service.
- **Shops keep their own service records** for their own business and legal reasons, including tax and repair-order requirements. That retention is the shop's decision, not ours.

You can ask us to delete your account data sooner — see section 8.

7. Payments

We never process payments between a vehicle owner and a shop. You pay the mechanic directly, by whatever method the two of you agree. We never see or store your card details for that payment. What appears in the software is a note the shop typed to keep its own books.

A shop's subscription payment to us is handled by our payment processor, which holds those card details. We do not.

8. Your choices and your rights

Depending on where you live — including under the California Consumer Privacy Act and similar laws in Virginia, Colorado, Connecticut, Utah, Texas and other states — you may have the right to know what personal information is held about you, to get a copy, to correct it, to delete it, and not to be discriminated against for exercising those rights.

- **Shops** can view and edit their information in the app, export their records while the account is active, change a password, and ask us to close an account and delete its data.
- **Vehicle owners** should contact the shop they booked with, because it is the shop's record and the shop decides. If you cannot reach them, write to us and we will pass the request on and help where we can.
- **Your booking link** lets you view, reschedule or cancel without an account. Keep it private — anyone holding it can see and change that booking.
- **Notifications** can be turned off on your device at any time.

To make a request, email support@caliperx.app (mailto:support@caliperx.app). We may need to verify who you are before we act, and we will respond within the time the applicable law allows.

9. Security

Traffic is encrypted in transit. Passwords are hashed and never stored in readable form. Sessions can be revoked. Access to a record is restricted to the shop that owns it, and document links are long random values that cannot be guessed.

No system is perfectly secure, and we do not claim otherwise. If we become aware of a breach affecting personal information, we will notify affected shops and, where the law requires it, the relevant authorities and individuals, without undue delay.

10. Children

CaliperX is a tool for businesses and is not directed at children. We do not knowingly collect personal information from anyone under 13. If you believe a child's information has been entered, contact us and we will remove it.

11. Changes to this policy

We may update this policy. The version number and effective date at the top always tell you which one is current, and we will give shops reasonable notice of a material change before it takes effect.

12. Contact

CaliperX is operated by **Skyrocket Motorsports**, based in Tennessee, United States, which is the controller of shop account information described in this policy.

Privacy questions, data requests and anything else about this policy: support@caliperx.app (mailto:support@caliperx.app).