

PUBLIC POLICY · PP-001

PRIVACY POLICY

How Gage Industries LLC collects, uses, protects, and shares information.

ENTITY	Gage Industries LLC
COVERS	gage.industries · gage. · trove. · all Gage Industries products and websites
EFFECTIVE	2026-06-03
LAST UPDATED	2026-06-03
CONTACT	privacy@gage.industries
STATUS	ACTIVE

PLAIN-ENGLISH SUMMARY

Gage Industries takes the data plants and operators trust us with seriously. We collect only what we need to operate our products, we don't sell your data, we use industry-standard security, and we tell you who else touches your information. If anything below is unclear, write us at privacy@gage.industries.

1 · WHO WE ARE

Gage Industries LLC ("Gage Industries", "we", "us", or "our") is a Washington limited liability company located at 522 W Riverside Ave #7934, Spokane, WA 99201, United States. This Privacy Policy applies to our website at gage.industries, our products including **gage.** (maintenance software for manufacturing) and **trove.** (a Claude-powered personal planner), and any related services we provide (collectively, the "Services").

For the purposes of applicable data protection laws, Gage Industries is the "data controller" of information collected through our website and Services unless otherwise specified. Where we process customer operational data on behalf of our customers, we act as a "data processor" or "service provider" and our customer is the controller.

2 · INFORMATION WE COLLECT

We collect information you provide directly to us, information collected automatically when you use the Services, and information from third parties.

2.1 Information you provide

- **Account information.** Name, email address, password (stored hashed), company name, role or title, and phone number when you create an account.
- **Billing information.** Payment method details, billing address, and tax identifiers. Payment card data is processed by Stripe and is never stored on our systems.
- **Customer operational data.** Work orders, asset records, maintenance logs, inspection reports, equipment specifications, attached photos and documents, and any other information you or your authorized users enter into or upload to our Services.
- **Communications.** The contents of messages you send us, including support requests, sales inquiries, and feedback.

2.2 Information collected automatically

- **Usage data.** Pages visited, features used, actions taken, time spent, and similar telemetry — used to operate, secure, and improve the Services.
- **Device and connection data.** IP address, browser type and version, operating system, device identifiers, language preference, and referring URLs.
- **Cookies and similar technologies.** Session cookies for authentication, preference cookies for settings, and analytics cookies (via Google Analytics) for understanding aggregate usage. You can control cookies through your browser settings; disabling required cookies will impair the Services.
- **Server logs.** Standard web server logs including timestamps, requested URLs, and response codes, retained for security and debugging.

2.3 Information from third parties

- **Single sign-on (SSO) providers.** If you sign in via a third-party identity provider, we receive the profile information that provider shares with us, typically your name, email address, and profile image.
- **Integration partners.** If you connect Gage Industries to a third-party system (a CMMS, ERP, or similar), we receive the data you authorize that system to share with us.

3 · HOW WE USE INFORMATION

We use the information we collect to:

- (a) Provide, maintain, secure, and improve the Services;
- (b) Process transactions and manage your account;
- (c) Communicate with you about your account, the Services, and updates, including service announcements and security alerts;
- (d) Provide customer support and respond to your requests;
- (e) Detect, prevent, and address fraud, abuse, security risks, and technical issues;
- (f) Comply with legal obligations, enforce our agreements, and protect the rights, property, and safety of Gage Industries, our customers, and others;
- (g) With your consent, send marketing communications about new features, products, or services (you may opt out at any time);
- (h) Conduct internal research, analytics, and product development.

4 · HOW AI IS USED IN OUR SERVICES

Several Gage Industries features are powered by large language models from Anthropic (Claude) and other AI providers. When you use these features:

- (a) The inputs you provide to AI features (including prompts, uploaded documents, and surrounding context) are transmitted to the relevant AI provider's API for processing;
- (b) We have contractual arrangements with AI providers that prohibit them from using your data to train their models;
- (c) Anthropic does not retain or train on data submitted through its API;
- (d) You can identify which Services use AI processing in the Services' documentation. Where AI is optional, you may turn it off.

We do not use your operational customer data — work orders, maintenance logs, plant data — to train any AI model, our own or anyone else's.

5 · HOW WE SHARE INFORMATION

We do not sell your personal information. We share information only in the following limited circumstances:

5.1 Service providers (subprocessors)

We use third-party service providers to operate our Services. Each is contractually obligated to protect your data and use it only on our instructions. Our current subprocessors:

PROVIDER	PURPOSE	DATA CATEGORIES
Amazon Web Services	Cloud hosting and infrastructure	All Services data
Anthropic	AI processing (Claude API)	Inputs to AI features
OpenAI	AI processing (where applicable)	Inputs to AI features
Stripe	Payment processing	Billing and payment data
Email service provider	Transactional and marketing email	Email address, name
Google Analytics	Website analytics	Usage data, device data

An updated subprocessor list is available at [gageindustries/legal/subprocessors](https://gageindustries.com/legal/subprocessors). We will provide notice of any new subprocessors before they begin processing your data.

5.2 Legal and safety disclosures

We may disclose information when we believe in good faith that disclosure is necessary to: (a) comply with a lawful subpoena, court order, or other legal process; (b) protect the rights, property, or safety of Gage Industries, our customers, or the public; (c) investigate or prevent fraud, security incidents, or violations of our agreements; or (d) comply with applicable law.

5.3 Business transfers

If Gage Industries is involved in a merger, acquisition, asset sale, financing, reorganization, or bankruptcy, your information may be transferred as part of that transaction. We will notify you of any such change in ownership or use of your information.

5.4 With your consent

We may share information with third parties when you direct us to or otherwise consent.

6 · DATA RETENTION

We retain information for as long as your account is active and as needed to provide the Services. We retain operational customer data for the term of your contract plus a reasonable archival period. Backup copies may persist longer, subject to scheduled deletion. We retain data longer when required by law, to resolve disputes, to enforce our agreements, or for legitimate business purposes such as security and audit.

When you close your account, we will delete or anonymize your personal information within 90 days, except as needed for the limited purposes above.

7 · SECURITY

We implement administrative, technical, and physical safeguards designed to protect your information against unauthorized access, alteration, disclosure, or destruction. These include encryption in transit (TLS 1.2+) and at rest, least-privilege access controls, audit logging, secure software development practices, and periodic security reviews.

No security measure is perfect. While we work to protect your data, we cannot guarantee absolute security. If we become aware of a security incident affecting your data, we will notify you and any required authorities consistent with applicable law.

8 · YOUR RIGHTS AND CHOICES

Depending on your location, you may have rights regarding your personal information, including:

- (a) **Access** — to know what information we hold about you;
- (b) **Correction** — to request that we correct inaccurate or incomplete information;
- (c) **Deletion** — to request that we delete your information, subject to certain exceptions;
- (d) **Portability** — to receive a copy of your information in a structured, machine-readable format;

- (e) **Opt-out** of marketing communications by following the unsubscribe link in any email or contacting us;
- (f) **Withdraw consent** where we rely on consent as the legal basis for processing.

To exercise any of these rights, contact us at privacy@gage.industries. We will respond within the timeframes required by applicable law. We may need to verify your identity before fulfilling certain requests.

9 · WASHINGTON RESIDENTS

Washington residents have specific rights under the Washington My Health My Data Act and other state laws. If you are a Washington resident and our Services collect health-related information about you, we will obtain your separate consent and provide additional disclosures as required by law. To request a list of personal information we have disclosed to third parties for direct marketing purposes, contact privacy@gage.industries.

10 · CALIFORNIA RESIDENTS

If you are a California resident, you have rights under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA). These include the rights to know, delete, correct, and limit the use of sensitive personal information, and to opt out of "sales" or "sharing" of personal information.

We do not "sell" personal information as that term is commonly understood. We may "share" personal information with analytics providers (such as Google Analytics) for purposes that may constitute "sharing" under California law. To opt out, contact us at privacy@gage.industries.

11 · INTERNATIONAL USERS

Gage Industries is based in the United States and processes information on servers located in the United States. If you access the Services from outside the United States, your information will be transferred to and processed in the United States, which may have data protection laws different from those in your country. By using the Services, you consent to this transfer.

12 · CHILDREN'S PRIVACY

Our Services are not directed to children under 16, and we do not knowingly collect personal information from children under 16. If we learn that we have collected personal information from a child under 16 without verified parental consent, we will delete it. If you believe a child has provided us with personal information, contact privacy@gage.industries.

13 · THIRD-PARTY LINKS AND SERVICES

Our Services may contain links to third-party websites or integrations with third-party services. We are not responsible for the privacy practices of those third parties. We encourage you to review their privacy policies before providing them with any personal information.

14 · CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated Policy on our website and updating the "Last Updated" date above. For material changes, we will provide additional notice (such as by email or in-product notification). Your continued use of the Services after changes become effective constitutes your acceptance of the updated Policy.

15 · CONTACT US

If you have questions, concerns, or requests regarding this Privacy Policy or our privacy practices, contact us at:

EMAIL privacy@gage.industries

MAIL Gage Industries LLC · Attn: Privacy · 522 W Riverside Ave #7934 · Spokane, WA 99201 · USA

We will respond to your inquiry within a reasonable timeframe and in accordance with applicable law.