VerifyX100 · Privacy policy

Last updated 2026-10-29

1. What we collect

- Account: your email address and, if you choose, your name, phone number, and Apple or Google sign-in identifier.
- Orders: the photos you upload, item details (category, brand, model and serial number, which we keep private), your notes, results and certificates.
- Payments: credit purchases are temporarily unavailable. When they open, Stripe gives us the payment status, amount, card brand and last four digits. We never receive your full card number.
- Messages: what you send to support, and our replies.
- Technical: your IP address, browser and device type, sign-in times, security records and your cookie choice.
- Records: an audit log of actions on your account and orders, kept for security and accuracy.

2. How we use it

We use your information to: - provide authentications, certificates and support; - process payments and refunds; - send sign-in codes, receipts and order updates; - keep accounts secure and prevent fraud and abuse, including automated bot checks by Cloudflare Turnstile; - meet legal and tax obligations; - improve the service.

We don't sell your personal information, and we don't use it for targeted advertising.

Service providers that handle data for us, on our instructions: Vercel (website hosting), Neon (database, USA), Cloudflare (photo storage and bot protection), Postmark (email delivery), Stripe (payments), and Apple and Google (only if you sign in with them).

Your item photos and item details are also shared with: - the experts who review your case. At present our experts review the photos we send them and report their findings to us, and we record those findings in VerifyX100; - OpenAI, through ChatGPT, when we prepare a VX Vision review. A member of our staff uploads the item photos and the category, brand and model to ChatGPT by hand; there is no automatic connection. We don't send your name, email address, phone number, payment details or address. We don't type the serial number into ChatGPT, but an uploaded photo may show it. We use ChatGPT with the setting that lets OpenAI use conversations to train its models turned off. OpenAI processes this information under its own terms.

Certificate pages are public to anyone with the link or QR code. They show the result, the item details, the photos approved for public display (reduced in size and watermarked) and your name only if you chose to show it. The serial number is never shown.

3. Photos and the Authentication Library

- Photos are used to authenticate your item and, in reduced and watermarked form, on its certificate.
- If you give permission when you submit, selected photos may appear in our public Authentication Library. You can withdraw that permission at any time from your order, and we then remove them from the Library.
- Please photograph only the item. Don't upload photos of people, documents or anything else.
- We don't use photos to identify people, and we don't collect biometric identifiers or biometric information.

4. Cookies

We use only cookies needed for the site to work: staying signed in, finishing a sign-in, keeping a form

you were filling in while you confirm a step, and remembering that you've seen our cookie notice. We use no analytics, advertising or tracking cookies. Cloudflare Turnstile and, at the payment step, Stripe may set their own cookies for security and fraud prevention. Full details are in our Cookie policy.

5. Your choices

- Access and correction: you can see and update your email and phone in Account. For anything else, write to us.
- Deletion: you can delete your account in Account ? Delete account. Your profile, sign-in details and saved preferences are removed, and open drafts are cancelled. Certificates already issued stay checkable for buyers, with your name removed. Payment, receipt, refund, credit and audit records are kept as long as the law requires and as needed to resolve disputes.
- Emails: sign-in codes, receipts and results are always sent. Other order updates can be turned off in Notification settings.
- Questions or requests about your data: email support@verifyx100.com. We reply within 30 days.

VerifyX100 isn't intended for anyone under 18, and we don't knowingly collect information from children.

6. Contact

FATIH, LLC (VerifyX100), Illinois, USA. Privacy questions: support@verifyx100.com. Your data is stored and processed in the United States.