

Privacy Policy

Effective Date: September 26, 2025

Axo Longevity, Inc. (“Axo Longevity,” “Axo,” “we,” “us,” “our”) respects your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use our website, apps, products, and services.

Quick Summary:

- We are a wellness and performance company, not a healthcare provider.
- We collect personal, usage, and (with consent) biomarker/wearable data to provide services.
- We never sell your personal information.
- We comply with GDPR, UK GDPR, CCPA/CPRA, and international data standards.
- You have rights to access, correct, delete, and control your data.

Who We Are

Axo Longevity, Inc. provides a high-performance wellness membership with biomarker testing, dashboards, AI-assisted coaching, and athlete benchmarking. We are not a healthcare provider. Our services are for wellness, performance, and educational purposes only and are not intended to diagnose, treat, cure, or prevent any disease.

Company: Axo Longevity, Inc.

Address: 373 Wythe Avenue, Suite 11B, Brooklyn, NY 11249, USA

Email: privacy@axolongevity.com

What Personal Information We Collect

- Identification & Contact: Name, email, phone, address, account details.
- Profile & Lifestyle (optional): Height, weight, sleep, nutrition, goals.
- Health & Biomarker (with explicit consent): Lab results, wearable data, AI-generated insights.
- Device/Usage: IP address, device info, browsing/app activity.
- Transactions: Membership, billing, shipping info.
- Marketing & Communications: Preferences, interactions, support messages.
- Community/UGC: Posts, ambassador content, challenge submissions.

How We Collect Information

We collect data directly from you (sign-up, purchases, uploads, support), automatically (cookies, analytics), and via partners (labs, wearables, professionals) with your consent.

How We Use Your Information

- Provide core services (biomarker tracking, dashboards, coaching).
- Personalize insights and recommendations.

- Process payments and manage memberships.
- Improve, test, and secure our services.
- Communicate with you (updates, support, marketing with consent).
- Comply with legal and regulatory obligations.

How We Share Information

We do not sell your data. We may share it with accredited labs, service providers (payments, hosting, analytics), medical professionals you choose, affiliates/subsidiaries, or regulators when required by law.

How Long We Retain Your Information

- Account data: life of account + up to 5 years.
- Biomarker/health data: membership period + up to 5 years.
- Transactions: 7–10 years (tax/legal).
- Logs/analytics: 12–24 months.
- Anonymized/aggregated data may be kept indefinitely.

Cookies & Tracking

We use cookies and similar technologies for functionality, analytics, and personalization. You can manage preferences through your browser/device settings or our Cookie Consent Manager. See our Cookie Policy at https://www.axolongevity.com/cookie_policy

Your Rights

If you are in the EU/EEA/UK, you have the right to access, rectify, erase, restrict, object, port your data, withdraw consent, and lodge a complaint. Contact us at privacy@axolongevity.com to exercise these rights.

California Privacy Rights

California residents have rights under CCPA/CPRA, including to know, access, delete, correct, and opt-out (we do not sell/share data). Requests: privacy@axolongevity.com

California Do Not Sell/Share Statement

Your privacy is important to us.

We use technologies, such as cookies, that gather information on our website. That information is used for a variety of purposes such as to understand how visitors interact with our websites, or to serve advertisements on our websites or on other websites. The use of technologies, such as cookies, constitutes a “sale” of personal information under the California Consumer Privacy Act (CCPA). In addition, we may use your personal information in a way that constitutes “sharing” under the California Privacy Rights Act (CPRA).

You can opt out of the “sale” or “sharing” by clicking on the “Do Not Sell or Share My Personal Information” link at the bottom of our website and selecting your preferences, or by broadcasting the global privacy control signal.

Note: Due to technological limitations, if you visit our website from a different device, or clear cookies on your browser that store your preferences, you will need to return to this screen to select your preferences and/or rebroadcast the signal.

International Data Transfers

Your data may be processed in the U.S. and other countries. We use Standard Contractual Clauses (SCCs) and safeguards for EU/UK transfers. Copies available upon request.

Security

We use technical and organizational safeguards: encryption, access controls, vendor contracts, employee training, and incident response. No system is 100% secure, but we continuously improve protections.

Automated Decision-Making & AI

Our AI Copilot generates wellness insights based on biomarker and wearable data (with consent). These are not medical decisions. Final decisions rest with you and your healthcare providers.

Children's Privacy

Our services are for adults (18+). We do not knowingly collect data from children. If you believe a child has provided data, contact us immediately.

Sensitive Information

We only process health-related data with your explicit consent and do not collect other sensitive categories (race, religion, political views) unless required by law.

Contact Us & EU/UK Representatives

Data Protection Officer (DPO):

Alonso Mujica – alonso@axolongevity.com

EU Representative:

Osano International Compliance Services Limited

ATTN: 6GEV

25 North Wall Quay, Dublin 1, D01 H104, Ireland

UK Representative:

Osano UK Compliance LTD

ATTN: 6GEV

42-46 Fountain Street, Belfast, Antrim, BT1-5EF, UK

Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be posted here with a new “Effective Date.” If changes are material, we will provide prominent notice.