

Privacy Policy

NexCore Labs LLC

<https://www.nxcorelabs.com>

Effective Date: June 1, 2026

NexCore Labs LLC ("NexCore Labs," "we," "our," or "us") respects your privacy. This Privacy Policy describes how we collect, use, and protect information when you purchase, download, install, or use the NxQBO FireDAC Driver for QuickBooks Online (the "Software"), visit our website at <https://www.nxcorelabs.com>, or contact us for support.

By using the Software or our website you agree to the terms of this Privacy Policy.

1. Information We Collect

Information You Provide

When you purchase a license, request a trial, or contact support, we may collect:

- Your name and email address
- Your license key information and trial or commercial license status
- Your QuickBooks Online Company ID (RealmID), used to associate authorization with your selected QBO company and validate token-service access
- A machine identifier or activation fingerprint generated by the Software, used to bind the license to the authorized computer and help prevent license misuse
- Payment information - processed securely by our payment processor; NexCore Labs does not store payment card data
- Support inquiries and correspondence

Information Collected Automatically by the Software

The Software communicates with NexCore Labs servers to perform the following functions:

- License validation - your license key, machine identifier or activation fingerprint, and RealmID may be transmitted to verify that your license is active, has not expired, and is being used on the authorized computer
- OAuth2 token service - encrypted OAuth2 tokens may be stored on NexCore Labs servers to support secure token refresh and continued authorization for licensed users

We do not collect or transmit your QuickBooks Online data, financial records, customer data, or any business information stored in your QBO company. The Software reads and writes QBO data directly between your application and Intuit's servers - that data does not pass through NexCore Labs systems.

OAuth2 tokens are not used by NexCore Labs to access, inspect, copy, sell, or analyze your QuickBooks Online business data.

Website Usage Information

Our website may collect standard web server logs including IP addresses, browser type, and pages visited. We may use cookies or similar technologies solely for website functionality. We do not use tracking cookies for advertising purposes.

2. How We Use Your Information

We use the information we collect only for the following purposes:

- To issue, validate, and manage your software license and single-machine activation
- To provide the OAuth2 token service used for secure authorization, token refresh, and continued operation of the Software for licensed users
- To respond to support requests and technical inquiries
- To send important notices about your license, such as renewal reminders or expiry notifications
- To improve the Software and our services
- To comply with legal obligations

3. Information Sharing

NexCore Labs LLC does not sell, rent, lease, or share your personal information with any third party outside of NexCore Labs, with the following limited exceptions:

- Service providers - we may use third-party services for payment processing, email delivery, or server hosting. These providers are bound by confidentiality obligations and may only use your information to perform services on our behalf
- Legal requirements - we may disclose information if required to do so by law, court order, or governmental authority
- Business transfer - in the event of a merger, acquisition, or sale of substantially all assets, your information may be transferred as part of that transaction. We will notify you before your information becomes subject to a different privacy policy

We do not share your email address, license key, RealmID, machine identifier, or any other personal information with Intuit Inc., Embarcadero Technologies, or any other third party for marketing, advertising, or any other commercial purpose without your explicit consent.

4. Data Security

We take reasonable technical and organizational measures to protect your information against unauthorized access, alteration, disclosure, or destruction. OAuth2 tokens stored on our servers are encrypted. License keys and activation identifiers are stored and handled in a manner intended to prevent unauthorized use or disclosure.

Machine identifiers are used for license validation and activation management. They are not used for advertising, behavioral tracking, or profiling.

No method of transmission over the internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee its absolute security.

5. Data Retention

We retain your license, account, and activation information for as long as your license is active and for a reasonable period afterward to fulfill legal, accounting, fraud-prevention, and support obligations.

OAuth2 tokens are retained for the duration of your subscription or authorized use of the Software and are purged when your account is closed, your subscription lapses, the authorization is revoked, or deletion is otherwise required by applicable law.

You may request deletion of your account and associated data at any time by contacting us at support@nxcorelabs.com.

6. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your information
- Object to or restrict certain processing of your information
- Receive a copy of your information in a portable format

To exercise any of these rights, contact us at support@nxcorelabs.com. We will respond within a reasonable timeframe consistent with applicable law.

7. Children's Privacy

The Software and our website are not directed to children under the age of 13. We do not knowingly collect personal information from children. If you believe a child has provided us with personal information, please contact us and we will promptly delete it.

8. Third-Party Services

The Software integrates with Intuit QuickBooks Online. Your use of QuickBooks Online is governed by Intuit's own Privacy Policy and Terms of Service. NexCore Labs is not affiliated with, endorsed by, or responsible for Intuit's privacy practices.

The Software may be distributed through the Embarcadero GetIt Package Manager. Your use of GetIt is governed by Embarcadero's own Privacy Policy.

9. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the Effective Date at the top of this page. We encourage you to review this policy periodically. Continued use of the Software or our website after changes are posted constitutes your acceptance of the revised policy.

10. Contact Us

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

NexCore Labs LLC

Email: support@nxcorelabs.com

Website: <https://www.nxcorelabs.com>

Greenville, South Carolina, United States

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