

Privacy Policy

Last Updated: January 1, 2026

This Privacy Policy describes how **Context Labs LLC** ("we," "us") collects, uses, and protects information in connection with **Context Pack**.

1. Information We Collect

Information You Provide

- Account information (email address)
- Content you upload or create using the Service

Automatically Collected Information

- IP address
 - Device and browser information
 - Usage and performance data
-

2. How We Use Information

We use information to: - Provide and operate the Service - Maintain security and prevent abuse - Improve performance and features - Process payments - Communicate service-related notices

3. Cookies & Analytics

The Service uses cookies and similar technologies:

- **Essential cookies** required for authentication and core functionality
- **Analytics cookies** via Google Analytics to understand service usage

You may control cookies through browser settings or opt out of Google Analytics using Google-provided tools.

4. Data Retention & Deletion

- Account information is retained while your account is active
- User Content is retained only as long as necessary to provide the Service
- Users may delete content at any time using in-product controls

- Deleted content is removed from active systems within a reasonable period and may persist in backups for a limited time
- Logs and security data are retained for a limited period
- Payment records are retained as required by law

To request full account deletion, contact privacy@context-pack.com.

5. Data Sharing & Subprocessors

We share data with trusted service providers only to operate the Service:

- **Cloudflare** – content delivery, security
- **Vercel** – hosting and infrastructure
- **Supabase** – database, authentication, storage
- **Google Analytics** – usage analytics
- **Stripe** – payment processing (if applicable)

These providers are contractually obligated to protect your data.

6. AI Data Usage

We do **not** use User Content to train AI models. User Content is processed solely to provide the Service.

We may use anonymized, aggregated usage metrics to improve the Service.

7. Your Privacy Rights

All Users

You may request access, correction, or deletion of your personal data by contacting privacy@context-pack.com.

European Union / United Kingdom (GDPR)

Users in the EEA, UK, or Switzerland have rights including access, rectification, erasure, restriction, portability, and objection. Data transfers outside the EU are protected using Standard Contractual Clauses.

California Residents (CCPA / CPRA)

California residents have the right to know, delete, and correct personal information and the right to non-discrimination. We do not sell personal information.

We will respond to verified requests within **30 days**.

8. Security

We implement reasonable administrative and technical safeguards, including encryption in transit and access controls. No system is completely secure.

Security issues may be reported to security@context-pack.com.

9. International Users

Data is processed in the United States. By using the Service, you consent to the transfer and processing of data in the United States.

10. Children's Privacy

The Service is not directed to individuals under 18. We do not knowingly collect data from children.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Continued use of the Service constitutes acceptance of the revised policy.

12. Contact

Context Labs LLC

Privacy: privacy@context-pack.com

Security: security@context-pack.com