

STARTWISE DIGITAL LLC – PRIVACY POLICY

Last Updated: November 2025

This Privacy Policy explains how StartWise Digital LLC (“we,” “our,” “us”) collects, uses, and protects information received from clients (“you,” “your”).

By using our website, submitting a form, or completing checkout through Stripe, you agree to this Privacy Policy.

1. INFORMATION WE COLLECT

1.1 Identity & Contact Information

- Full name
- Email address
- Phone number (optional)
- Instagram handle or social media username
- Business name (if applicable)

1.2 Project Information

- Service/product selected
- Notes or descriptions about your request
- URLs or references you provide
- Uploaded files (logos, images, screenshots, content)
- Deadlines or preferences (optional)

1.3 Contract Acceptance Data (Proof of Agreement)

- Checkbox confirmation
- Timestamp of acceptance
- Client IP address
- Browser/device User-Agent
- Version of TOS accepted
- URL where TOS was shown
- Stripe checkout session correlation data

1.4 Payment and Stripe Data

We may store:

- Stripe Session ID
- Payment Intent ID
- Payment status
- Timestamp
- Amount paid
- Product purchased
- Receipt email

We DO NOT store or have access to your full credit card number. Stripe processes payments securely.

1.5 Technical / System Data

- IP address
 - Browser/device type
 - Request metadata
 - Anti-spam logs
 - Timestamps
 - Error logs
 - Server processing time
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2. HOW WE USE YOUR INFORMATION

We use your information to:

- Create or modify your website
- Contact you about your project
- Deliver the services purchased
- Provide customer support
- Process payments through Stripe
- Verify contract acceptance

- Prevent fraud or abuse
 - Maintain records for tax/legal compliance
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3. WHAT WE DO NOT DO

We do NOT:

- Sell your data
 - Rent your data
 - Share data with marketers
 - Store credit card numbers
 - Use your data for unrelated advertising
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4. DATA SHARING

We only share data with:

- Subcontractors assisting in your project
- Stripe (payment processing)
- Legal authorities (if required)

Subcontractors act under StartWise Digital LLC and cannot be contacted directly by clients.

5. DATA RETENTION

We retain data only as necessary for:

- providing the service
- tax, accounting, and legal requirements
- contract acceptance records
- fraud prevention

Project files may be deleted upon request after project completion.

Payment and legal records cannot be deleted.

6. DATA SECURITY

We use commercially reasonable measures:

- HTTPS encryption
- Secure server storage
- Restricted access
- Anti-spam protections
- Stripe's secure payment environment

We are NOT liable for breaches caused by:

- third-party services (Stripe, hosting, registrars)
 - the client's devices, accounts, or credentials
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7. YOUR RIGHTS

You may request:

- a copy of your stored data
- correction of your data
- deletion of project files after project completion

Legal, payment, and fraud-prevention records cannot be deleted.

8. CHILDREN'S PRIVACY

We do not knowingly collect information from individuals under 18.

9. UPDATES TO THIS POLICY

We may update this Privacy Policy at any time. The Last Updated date will always reflect the most recent version.

10. CONTACT INFORMATION

StartWise Digital LLC
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