

## 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.

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### 1. INFORMATION WE COLLECT

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#### 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

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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

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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

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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.

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### 5. DATA RETENTION

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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.

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## 6. DATA SECURITY

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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

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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.

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## 8. CHILDREN'S PRIVACY

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We do not knowingly collect information from individuals under 18.

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## 9. UPDATES TO THIS POLICY

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

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## 10. CONTACT INFORMATION

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StartWise Digital LLC

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