

1. INFORMATION WE COLLECT

1.1 Identity & Contact Information

We may collect:

- Full name
- Email address
- Phone number (optional)
- Instagram/social media handles
- Business name (if applicable)

1.2 Project Information

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

1.3 Contract Acceptance Data (Proof of Agreement)

- Checkbox confirmation
- Timestamp of acceptance
- Client IP address
- Browser/device User-Agent
- Version of Terms of Service accepted
- URL where the Terms were displayed
- Stripe checkout session correlation data

1.4 Stripe & Payment 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 securely processes payments.

1.5 Technical / System Data

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

We use your information to:

- Create, modify, or deliver your website
 - Contact you regarding your project
 - Provide customer support
 - Process payments via Stripe
 - Verify contract acceptance
 - Prevent fraud or abuse
 - Configure domain, DNS, or hosting as needed
 - Maintain internal tax, accounting, and legal compliance
 - Temporarily access third-party accounts only when explicitly provided by the client
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3. WHAT WE DO NOT DO

We do **NOT**:

- Sell your data
 - Rent your data
 - Share your data with marketers
 - Store credit card numbers
 - Use your data for unrelated advertising
 - Train AI models on your private project data
 - Retain access to your hosting, DNS, registrar, or deployment accounts after launch
 - Guarantee indefinite storage of project files
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4. DATA SHARING

We only share data with:

- **Subcontractors** assisting in your project
- **Stripe** for payment processing
- **Legal authorities** if required by law

Subcontractors operate under StartWise Digital LLC and **owe no direct duty to the client**. Clients cannot contact subcontractors directly.

4.1 AI Tool Usage (Transparency Notice)

We may use AI-powered tools (e.g., OpenAI ChatGPT) to assist with generating text, code, design drafts, or content **solely for your project**.

These tools may process your inputs to produce the requested output, but we do not knowingly allow these tools to store or train on your data beyond their standard use policies.

5. DATA RETENTION

We retain data only as long as necessary for:

- Providing the service
- Recordkeeping for tax and legal requirements
- Fraud prevention

- Contract acceptance logs

Project files may be deleted **at any time** after project completion.
Payment, legal, and fraud-related records **cannot** be deleted.

We do **not** guarantee long-term or permanent storage of any project files unless you purchase a separate maintenance plan.

6. DATA SECURITY

We use commercially reasonable measures, including:

- HTTPS encryption
- Secure server storage
- Limited internal access
- Anti-spam and anti-abuse systems
- Stripe's PCI-compliant payment environment

We are **not liable** for breaches caused by:

- Third-party services (e.g., Stripe, hosting providers, registrars)
 - The client's own devices, accounts, or credentials
 - Compromised passwords given to us for DNS or hosting setup
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7. YOUR RIGHTS

You may request:

- A copy of your stored data
- Correction of factual inaccuracies
- Deletion of project files after project completion

Payment, legal, fraud-prevention, and contract-acceptance records cannot be deleted.

8. COOKIES & ANALYTICS

We do **not** use advertising trackers or marketing cookies.
Our website may use basic functional or security-related cookies necessary for proper operation.

We do **not** use Google Analytics or similar tracking tools unless explicitly added in the future (in which case this policy will be updated).

9. CHILDREN'S PRIVACY

We do not knowingly collect information from individuals under 18.
If you are under 18, you may not use our services.

10. COMPLIANCE STATEMENT

We comply with applicable New York State and U.S. privacy regulations regarding the collection and handling of personal information.

11. UPDATES TO THIS POLICY

We may update this Privacy Policy at any time. The "Last Updated" date reflects the most recent version.
Your continued use of our website or services after updates constitutes acceptance.

12. CONTACT INFORMATION

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