

# Company Policies & Procedures

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## One In The Hand, LLC

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### 1. Purpose

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This document establishes the official policies and procedures of One In The Hand, LLC ("OITH" or "Company"). As a single-member LLC, these policies are established by Matthew Ross (Owner/CEO) and may be modified at any time.

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### 2. Business Operations

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#### 2.1 Business Hours

- **Standard Hours:** Flexible (remote operation)
- **Customer Support Hours:** [TO BE DETERMINED based on user base]
- **Emergency Response:** 24/7 for critical system issues

#### 2.2 Communication

- **Internal:** Email, Slack (when team expands)
- **External:** Official email addresses only
- **Response Time:** Within 24-48 hours for user inquiries

#### 2.3 Remote Work

The Company operates as a remote-first organization:

- No physical office required
  - All team members (current and future) may work remotely
  - Collaboration tools will be provided
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## **3. Financial Policies**

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### **3.1 Expense Policy**

- All business expenses must have a legitimate business purpose
- Maintain receipts for all expenses over \$25
- Credit card statements serve as backup for smaller purchases
- Categorize all expenses for tax purposes

### **3.2 Reimbursement**

When employees/contractors are engaged:

- Submit expense reports within 30 days
- Include receipts and business justification
- Approval required from CEO for expenses over \$500
- Reimbursement within 14 days of approval

### **3.3 Vendor Payments**

- Pay invoices within terms (typically Net 30)
- Maintain good vendor relationships
- Negotiate annual contracts where beneficial

### **3.4 Revenue Recognition**

- Subscription revenue recognized monthly
- Refunds processed within 7-10 business days
- Maintain accurate financial records

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## **4. Data & Privacy Policy**

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### **4.1 User Data Protection**

The Company is committed to protecting user privacy:

- Comply with GDPR, CCPA, and applicable privacy laws
- Collect only necessary data
- Never sell user data to third parties
- Maintain transparent privacy policy

## **4.2 Data Retention**

- User account data: Retained while account is active
- Deleted accounts: Data purged within 30 days
- Financial records: Retained for 7 years (tax purposes)
- Logs: Retained for 90 days

## **4.3 Security**

- Use industry-standard encryption (TLS/SSL)
- Secure password storage (bcrypt/argon2)
- Regular security audits
- Incident response plan in place

## **4.4 Breach Response**

In case of data breach:

1. Contain the breach immediately
  2. Assess scope and impact
  3. Notify affected users within 72 hours
  4. Report to authorities as required by law
  5. Document and improve security measures
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# **5. Intellectual Property Policy**

## **5.1 Company IP**

All intellectual property created for OITH belongs to the Company:

- Source code and software
- Designs and graphics
- Marketing content
- Trade secrets and algorithms
- Trademarks and branding

## **5.2 Contractor IP**

All contractors must sign IP assignment agreements:

- Work product belongs to Company
- No residual rights for contractors
- Confirmation of originality

### **5.3 Third-Party IP**

- Respect all third-party intellectual property
  - Use only properly licensed content
  - Maintain records of all licenses
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## **6. Employment & Contractor Policies**

### **6.1 Hiring**

When hiring employees or contractors:

- Conduct appropriate background checks
- Verify identity and work authorization
- Require signed agreements before work begins
- Provide necessary onboarding

### **6.2 Contractor Agreements**

All contractors must sign:

- Independent Contractor Agreement
- Non-Disclosure Agreement
- IP Assignment Agreement
- W-9 (for US contractors)

### **6.3 Employee Classification**

- Properly classify workers as employees or contractors
- Follow IRS guidelines for classification
- Consult legal counsel when uncertain

### **6.4 Termination**

- At-will employment/engagement
  - Final payments within legally required timeframe
  - Return of company property required
  - Exit interview when appropriate
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## **7. Code of Conduct**

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### **7.1 Professional Standards**

All persons representing OITH shall:

- Act with integrity and honesty
- Treat all stakeholders with respect
- Maintain confidentiality
- Avoid conflicts of interest

### **7.2 Anti-Harassment**

Zero tolerance for:

- Discrimination based on protected characteristics
- Sexual harassment
- Bullying or intimidation
- Retaliation

### **7.3 Conflicts of Interest**

- Disclose any potential conflicts
- Avoid situations that compromise objectivity
- Business decisions based on company interest

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## **8. Product & User Policies**

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### **8.1 User Terms**

All users must agree to:

- Terms of Service
- Privacy Policy
- Community Guidelines

### **8.2 Content Moderation**

- Prohibit illegal content
- Remove hate speech and harassment
- Block fake profiles and scammers
- Appeal process for removed content

## **8.3 Refund Policy**

- Refunds issued for billing errors
- Pro-rated refunds for service issues
- No refunds for change of mind (after trial period)
- Chargebacks reviewed case-by-case

## **8.4 User Safety**

- Safety tips provided to all users
- Report/block functionality
- Verification options
- Cooperation with law enforcement when required

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# **9. Compliance**

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## **9.1 Legal Compliance**

- Comply with all applicable laws
- Maintain required licenses and registrations
- File required reports and returns

## **9.2 Tax Compliance**

- File all required tax returns
- Pay taxes when due
- Maintain accurate records
- Consult professionals for complex issues

## **9.3 Industry Regulations**

- Follow app store guidelines (Apple, Google)
- Comply with payment processor requirements
- Adhere to advertising standards

## **10. Emergency Procedures**

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### **10.1 System Outages**

1. Assess severity and scope
2. Communicate with users (social media, email)
3. Restore service as quickly as possible
4. Post-mortem analysis

### **10.2 Security Incidents**

1. Contain the threat
2. Assess damage
3. Notify appropriate parties
4. Remediate and prevent recurrence

### **10.3 Business Continuity**

- Maintain backups of all critical data
  - Document recovery procedures
  - Test recovery plans periodically
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## **11. Policy Administration**

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### **11.1 Policy Updates**

- Policies may be updated at any time by CEO
- Material changes communicated to affected parties
- Version history maintained

### **11.2 Questions**

Direct policy questions to:

- Matthew Ross, CEO
- [EMAIL]

## Document Control

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Version	Date	Author	Changes
1.0	[DATE]	Matthew Ross	Initial policies

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## Acknowledgment

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I, Matthew Ross, as Owner and CEO of One In The Hand, LLC, hereby establish these policies as the official operating procedures of the Company.

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Matthew Ross  
CEO & Managing Member  
Date: \_\_\_\_\_