

Company Policies & Procedures

One In The Hand, LLC

1. Purpose

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.

2. Business Operations

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

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

4. Data & Privacy Policy

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

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

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

7. Code of Conduct

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

8. Product & User Policies

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

9. Compliance

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

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

11. Policy Administration

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

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

Acknowledgment

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.

Matthew Ross
CEO & Managing Member
Date: _____