

Privacy Policy

Effective Date: [Insert Date]

Last Updated: [Insert Date]

PivotReady is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and process your personal data when you use our services, in compliance with U.S. laws and the General Data Protection Regulation (GDPR). By using our website and services, you agree to the terms outlined in this policy.

1. Data We Collect

We collect the following personal data from users:

- **Personal Information:** Name, email address, and physical address.
- **Payment Information:** Collected and processed by a third-party payment processor (Paddle).
- **Usage Data:** Information collected via cookies, analytics tools, and user interactions with our forms and services.
- **Uploaded Data:** Files and content directly uploaded by users for service delivery.

We do **not** process or collect sensitive data such as health information or ethnic details.

2. How We Collect Data

We collect your data in the following ways:

- **Direct Input:** Through forms completed by users.
 - **Cookies and Tracking Tools:** To enhance user experience and analyze website performance.
 - **Third-Party Services:** Data collected via Paddle (payment processing), OpenAI, and Anthropic (for ChatBOT features and automated document creation).
 - **User Uploads:** Data uploaded by users for personal or company use.
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3. Purpose of Data Collection

We use your data for the following purposes:

- To provide our services, including ChatBOT functionality and document creation.
- To process payments and manage subscriptions.
- To improve and optimize our website and tools.
- For marketing purposes (with your consent).
- To comply with legal obligations.

Automated Document Creation and ChatBOT Training

Some data is used for automated document creation and personalized ChatBOT training. This data is exclusively accessible to the individual user or company account and is **not shared** with other users or ChatBOTs.

4. Data Sharing

We share data with the following third parties:

- **Paddle:** For payment processing.
- **OpenAI and Anthropic:** To power our ChatBOT features and training.

We do not transfer personal data internationally or share it for external purposes. However, users may access their own data from any location.

5. Your Rights

Under GDPR, users have the following rights regarding their data:

- **Access:** You can request a copy of your personal data.
- **Rectification:** You can correct any inaccurate or incomplete data.
- **Deletion:** You can delete your data using the built-in delete functions in our tools.
- **Restriction:** You can request limited processing of your data.
- **Data Portability:** You can request your data in a portable format.

For any requests, contact us at privacy@pivotready.co.

6. Data Retention

We retain user data:

- For **120 days after the end of a subscription**.
 - Upon **user request**, data may be deleted sooner.
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7. Cookies and Tracking

We use cookies and similar technologies for:

- **Essential Functions:** To ensure the website operates correctly.
- **Performance:** To analyze and enhance website performance.
- **Marketing:** To deliver relevant content and promotions.

Users can manage or opt out of cookies via their browser settings or our cookie management tool.

8. Data Security

We implement robust security measures to protect your data, including:

- **Encryption:** To secure data during transmission.
 - **Secure Servers:** For data storage and management.
 - **Payment Security:** All payment information is handled securely by Paddle.
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9. Legal Basis for Processing

We process your data based on your **consent**, which you may withdraw at any time by contacting us or using the delete functions in our tools.

10. Children's Privacy

While PivotReady services are open to users of all ages, we do not knowingly collect data from children under the age of 13 in the U.S. or 16 in the EU. If you believe a child has provided us with personal data, please contact us at privacy@pivotready.co.

11. Contact Information

For any questions or concerns about this Privacy Policy or data protection, please contact us at:

Email: privacy@pivotready.co

We have appointed a Data Protection Officer (DPO) to oversee GDPR compliance.

12. International Data Transfers

We use Standard Contractual Clauses (SCCs) and other appropriate safeguards to ensure the lawful transfer of data from the EU to the U.S.

13. Policy Updates

PivotReady reserves the right to update this Privacy Policy at any time. Updates will be posted on this page, and continued use of our services constitutes your acceptance of the updated policy.

Thank you for trusting PivotReady with your personal data. Let us know if you need further assistance or have specific requirements for this policy!