

Privacy Policy

Last updated: 09.09.2025

This Privacy Policy explains how Knuts Apps, LLC ("we," "our," "us") collects, uses, and protects information when you use our products and services ("services").

1. Information We Collect

▪ *Analytics and Metrics*

We collect general usage data (such as feature usage, activity and performance statistics) to improve our software and for capacity planning. Our analytics tools operate with anonymized IP addresses, and while cookies may be used to support these analytics, they do not store personally identifiable information.

▪ *Server Logs*

Our servers automatically log technical information, including IP addresses, request details, and timestamps. These logs are used for security, debugging, and operational monitoring. Logs may be stored or processed by third-party log aggregation and monitoring services.

▪ *Non-Personal Identifiers*

We collect certain IDs when they are either technically necessary or used to prevent misuse.

▪ *Account Information*

When you create an account, we collect information needed to provide login and account management. This may include your email address or an identifier provided by a third-party authentication service (such as a single sign-on provider). If you choose to sign in with a third-party service, we receive only the information required to authenticate you (such as your name, email, or account ID).

- If you choose to connect a third-party storage account (such as Google Drive) to your account, we will store certain data in your own storage account to provide backup or similar features. Access is granted only with your explicit permission, and we will only create, read, or update files needed for this functionality. We do not access or use any other content in your storage account. You can revoke our access at any time through your account with the third-party provider, but this may disable related features.

▪ *Service-Specific Data*

For some of our services (for example, e-commerce plugins), we may collect and store additional information. This may include customer details, order information, and related business data. Such data will only be collected where necessary to provide those services and will not be sold or disclosed to third parties except as required to deliver the service or comply with legal obligations.

▪ *Accounting and Billing*

Personally identifiable information is only collected when strictly necessary for accounting or billing purposes (e.g., name, email address, payment details via our payment processor).

2. How We Use Information

We use the information we collect to:

- Operate and secure the service (server logs, IP data, and identifiers)
- Improve performance and reliability of our software
- Monitor usage patterns and plan for server capacity
- Prevent abuse of limits and fraudulent activity
- Deliver the specific services and features you have signed up for
- Process payments and comply with legal and accounting obligations

3. Sharing of Information

- We do not sell or trade your information.
- Payment and billing information is handled by our payment processor, which processes data under its own legal and privacy obligations.
- We may share limited information with third-party service providers that support operations such as hosting, logging, analytics, and monitoring.

4. Data Security

We take reasonable steps to protect the data we collect from unauthorized access or disclosure. While no system is perfectly secure, we design our systems and practices to minimize risk of misuse.

5. Data Retention

- Server logs are retained for up to 12 months.
- Anonymized or non-identifiable data may be stored indefinitely for statistical purposes.
- Billing and accounting data are retained as required by law.

6. Your Rights

Depending on your location, you may have the right to:

- Request access to the personal information we hold about you
- Request correction or deletion of your personal data (subject to legal obligations)
- Object to or restrict certain types of data processing

To exercise these rights, contact us at support@knuts.app.

7. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated date. Continued use of our services means you accept the updated Policy.

8. Contact

If you have any questions about this Privacy Policy, you can contact us at support@knuts.app