

PRIVACY POLICY

Propozly LLC

Effective date: December 12, 2025

1. Overview

Propozly LLC ("we," "us," or "our") operates the website <https://propozly.com/> and provides the Propozly service (the "Service"). This Privacy Policy explains how we collect, use, and disclose information when you use the Service. By accessing or using the Service, you agree to the practices described in this Privacy Policy.

2. Information We Collect

2.1 Information you provide

For a better experience and to deliver the Service, we may ask you to provide certain personally identifiable information, including (but not limited to):

- Account information such as your name, email address, phone number, and password (or other authentication credentials).
- Business details you choose to provide, such as company name, role, and team member information.
- Billing and contact information, such as billing address and tax-related details (if applicable).
- Content you submit or upload to the Service, such as proposals, files, images, comments, and other materials.

2.2 Payment information

If you purchase a subscription or otherwise pay for the Service, payments may be processed by Stripe. We do not store full payment card details on our servers. Stripe may collect and process your payment information in accordance with Stripe's policies.

2.3 Usage data and log data

Whenever you visit or use the Service, we may collect information your browser or device sends ("Log Data"), which may include:

- Internet Protocol (IP) address and general location derived from IP (e.g., city/region).
- Browser type/version, device identifiers, operating system, and language settings.
- Pages or features you use, time and date of your visit, session duration, and referring/exit pages.

- Crash reports, diagnostic data, and performance data.

2.4 Cookies and similar technologies

We use cookies and similar technologies to operate the Service, remember preferences, and understand how the Service is used. You can usually choose to accept or refuse cookies through your browser settings. If you refuse cookies, some parts of the Service may not function properly.

3. How We Use Information

We use the information we collect for purposes such as:

- Providing, operating, maintaining, and improving the Service.
- Creating and managing user accounts and workspaces.
- Processing payments and administering subscriptions.
- Communicating with you about the Service, including support responses and important notices.
- Analyzing usage, troubleshooting, and performing Service-related analytics.
- Protecting the security and integrity of the Service, preventing fraud, and enforcing our terms and policies.
- Complying with legal obligations and resolving disputes.

4. Sharing and Disclosure

We do not sell your personal information. We may share information in the following situations:

- Service providers: We may employ third-party companies and individuals to facilitate the Service, perform Service-related services, or help us analyze how the Service is used. They may access information only to perform tasks on our behalf and are obligated not to disclose or use it for other purposes.
- Payments: Stripe processes payments for the Service. Your payment information is handled by Stripe under its own privacy practices.
- Legal and safety: We may disclose information if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency), or to protect the rights, property, or safety of users or others.
- Business transfers: If we are involved in a merger, acquisition, financing, or sale of assets, information may be transferred as part of that transaction.
- With your consent: We may share information when you direct us to do so.

5. Data Retention

We retain personal information for as long as necessary to provide the Service, fulfill the purposes described in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce agreements.

If you request deletion of your account, we will take reasonable steps to delete or anonymize your information, unless we need to keep it for legitimate business or legal reasons.

6. Security

We value your trust and use commercially reasonable safeguards to protect information. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

7. Links to Other Sites

The Service may contain links to other websites. We do not control and are not responsible for the content, privacy policies, or practices of third-party sites. We encourage you to review the privacy policies of any external sites you visit.

8. Children's Privacy

The Service is not directed to anyone under the age of 13. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and you believe your child has provided us with personal information, please contact us so we can take appropriate action.

9. Your Choices and Rights

Depending on your location, you may have rights regarding your personal information, such as access, correction, deletion, or objection to certain processing. You can also opt out of marketing emails by using the unsubscribe link in those emails (where applicable). To exercise your rights, contact us using the information in the "Contact Us" section.

10. International Transfers

We are located in the United States. If you access the Service from outside the United States, your information may be transferred to, stored, and processed in the United States or other countries where we or our service providers operate.

11. Payment and Refund Policy

Payments for the Service can be made through Stripe. Unless otherwise stated in an order form, plan description, or required by law, services are provided on a non-refundable basis. If a customer is unsatisfied with intermediate results for professional services (if any), we may deduct expenses incurred to deliver the work and refund the remaining amount.

12. Accessibility Statement

We strive to keep our website accessible to all users, including people with disabilities. We aim to follow the core principles of the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and the requirements of the Americans with Disabilities Act (ADA). If you experience difficulty accessing any part of the Service, please contact us so we can assist.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will post the updated policy on this page and update the effective date above. Your continued use of the Service after any changes become effective constitutes acceptance of the updated policy.

14. Contact Us

If you have questions or suggestions about this Privacy Policy, please contact us:

Propozly LLC

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Phone: +1 332-256-6869

Email: sales@propozly.com

Website: <https://propozly.com/>