Privacy Policy

Last updated: November 8, 2026 · Gadget Guy Media LLC

Gadget Guy Media LLC ("Gadget Guy Media," "we," "us") respects your privacy. This Privacy Policy explains what information we collect when you visit gadgetguymedia.com (the "Site"), request an audit, buy a service or work with us, how we use it, and the choices you have.

1. Information we collect

Information you give us:

- **Contact and audit request forms:** name, email, phone (optional), business name, website, what you're interested in, and your message.
- **Digital business card (gadgetguymedia.com/robert):** first name and email, if you choose to share them.
- **Purchases and billing:** name, email, billing address and payment status. Card details are entered on Stripe's secure pages and are never stored on our servers.
- **Hosting clients:** name, billing email, go-live date and plan details, so we can send billing links and renewal reminders.
- **Client projects:** anything you share with us by email, phone, video call or file transfer while we work together.

Information collected automatically:

- **Visit and scan analytics:** browser type, referring page, campaign or QR-code source, and timestamps when certain pages load.
- **Cookies and similar technologies:** used by us and our analytics providers to understand how the Site is used.

2. How we use information

- To respond to inquiries, prepare audit reports and provide the services you request.
- To process payments, send receipts and invoices, and manage hosting and care plan billing, including reminder emails before a free period ends.
- To send transactional emails, such as confirmations, receipts, billing notices and replies to you.
- To improve the Site's content, performance and security.
- To comply with legal, tax and accounting obligations and to enforce our Terms.

We do not sell or rent your personal information, and we do not use it to train AI models.

3. Service providers

We share information only with vendors that help us run the Site and our services, and only as needed for that purpose:

- **Stripe:** payments, invoices, subscriptions and the customer billing portal.
- **SendGrid (Twilio):** email delivery.
- **Google (Tag Manager and Analytics):** website analytics.
- **PostHog:** product analytics.
- **MongoDB:** encrypted database hosting.
- **Emergent:** application hosting and file storage (for example, images in our Notes from the Shop journal).

We may also disclose information if required by law or to protect our rights, or as part of a sale or transfer of the business, in which case this policy continues to apply.

4. Chatbots and software we build for clients

When we build or host a chatbot or app for a client business, that business decides what information its tool collects from its own visitors and is responsible for its own privacy notice. We process that information only on the client's behalf, to provide the service. Visitor messages may be processed by AI model providers to generate replies. Unless a client asks for chat history to be kept, chatbots we build don't save conversations. See our EULA for details.

5. Cookies

The Site uses first-party and third-party cookies and similar storage for analytics and to remember settings, such as signing in to our private admin pages. You can block or delete cookies in your browser, but some features may not work as intended.

6. How long we keep information

- Contact and audit requests: as long as needed to respond and follow up, and for the length of any client relationship that results, plus a reasonable period after.
- Payment and billing records: as long as required for tax and accounting purposes, typically up to 7 years.
- Analytics data: according to each provider's retention settings.

7. Your rights and choices

Depending on where you live, you may have the right to access, correct, delete or export your personal information, or to object to or limit certain uses. To make a request, email info@gadgetguymedia.com. We'll respond within 30 days, and we won't treat you differently for making a request. You can unsubscribe from non-transactional emails at any time.

8. Children

The Site isn't directed to children under 13, and we don't knowingly collect personal information from them. If you think a child has given us information, email us and we'll delete it.

9. Security

We protect information with HTTPS, encrypted database connections, password-protected admin pages and by collecting as little as we need. No system is 100% secure, so we can't guarantee absolute security.

10. Changes to this policy

We may update this Privacy Policy from time to time. When we do, we'll change the "Last updated" date, and we'll highlight material changes on the Site or by email.

11. Contact

Questions about privacy? Email info@gadgetguymedia.com. Gadget Guy Media LLC, Gallatin, Tennessee, USA.