

PRIVACY POLICY – CODECRAFT AGENCY (TechSci Inc)

Last Updated: January 28, 2026

Company: TechSci Inc (d/b/a CodeCraft Agency)

EIN: 35-2800827

Contact: privacy@techsci.io

1. INFORMATION WE COLLECT

When you purchase from CodeCraft Agency, we collect:

****Purchase Information**:**

- Name, email address, phone number
- Payment information (processed by Whop's payment partners—we do not store credit card data)
- Billing address and tax identification information

****Business Information**:**

- Company name, website URL, industry sector
- Target audience and customer demographics
- Marketing goals, challenges, and objectives
- Access credentials to your marketing platforms (website CMS, ad accounts, analytics) as needed to deliver services

****Communication Data**:**

- Messages via Whop chat, email, video calls, and support tickets
- Files you upload (brand assets, logos, content, data exports)
- Feedback, survey responses, and review calls
- Call recordings (with your consent, for training and deliverable purposes)

****Automatically Collected**:**

- IP address, device type, operating system, browser type
- Whop account activity and login history
- Usage analytics of our member portal (pages viewed, time spent, files downloaded)

2. HOW WE USE YOUR INFORMATION

- To deliver the services you purchased (strategy, content, ads, analytics, training)
- To communicate about your project (status updates, deliverable notifications, call reminders)
- To provide customer support and answer questions
- To improve our services, templates, and frameworks
- To comply with legal, tax, and regulatory obligations (IRS reporting, sales tax)
- To prevent fraud, enforce our Terms, and protect our business

- To send service-related emails (you cannot opt out of these)
- To send occasional marketing emails (you can opt out anytime)

****We do NOT**:**

- ✗ Sell your personal information to third parties for marketing purposes
- ✗ Share your business strategies or proprietary data with competitors
- ✗ Use your data to train AI models without permission

3. WHO WE SHARE INFORMATION WITH

****Whop, Inc.**:** Processes payments, hosts our store, and provides Resolution Center services. See Whop's Privacy Policy at <https://whop.com/privacy>

****Service Providers**** (Third-Party Tools We Use):

- ****Google Workspace**:** Email, file storage, collaboration (Google Drive, Docs)
- ****Google Analytics, Search Console, Looker Studio**:** Analytics setup and reporting for your business
- ****Calendly or similar**:** Call scheduling and booking
- ****Meta Business Suite, Google Ads, LinkedIn Campaign Manager**:** Ad account setup and campaign management
- ****Notion, Airtable, or similar**:** Project management and deliverable tracking
- ****Zoom, Google Meet**:** Video calls and training sessions

All service providers are bound by confidentiality agreements and data processing agreements where applicable.

****Legal Compliance**:** We may disclose information if required by:

- Law enforcement or government request
- Court order, subpoena, or legal process
- Protection of our rights, safety, or property
- Investigation of fraud or Terms violations

****Business Transfers**:** If CodeCraft Agency is acquired, merged, or sold, your information may be transferred to the new owner (you will be notified).

4. DATA SECURITY

We use industry-standard security measures to protect your information:

- ****Encrypted data transmission**:** SSL/TLS encryption for all data in transit
- ****Secure cloud storage**:** Google Drive (enterprise-grade security), Notion (SOC 2 certified)
- ****Access controls**:** Only team members actively working on your project can access your data
- ****Two-factor authentication**:** Required for all team accounts
- ****Regular backups**:** Daily automated backups with 30-day retention

- **Password protection**: Strong password policies and secure credential management

However, no method of transmission or storage is 100% secure. You are responsible for:

- Keeping your Whop account credentials secure
- Not sharing login information
- Using strong, unique passwords

If we become aware of a data breach affecting your information, we will notify you within 72 hours via email.

5. DATA RETENTION

Active Projects: Data retained for the duration of service + 90 days for post-launch support

Completed Projects: Data retained for 1 year after service completion for:

- Customer support and reference
- Potential follow-up services
- Resolution Center disputes (Whop allows disputes within 120 days)

Financial Records: Retained for 7 years per IRS requirements (invoices, payments, tax documents)

After Retention Period: Data is securely deleted unless:

- You request continued storage (we may charge a retention fee)
- Law requires longer retention (tax audits, legal holds)
- You have an active subscription or ongoing relationship with us

Your Right to Request Earlier Deletion: Contact hello@techsci.io (subject to legal retention requirements).

6. YOUR RIGHTS

You have the right to:

- **Access**: Request a copy of all personal data we hold about you
- **Correction**: Update or correct inaccurate information
- **Deletion**: Request deletion of your data (subject to legal retention requirements)
- **Portability**: Receive your data in a common, machine-readable format (CSV, JSON)
- **Restriction**: Request we limit processing of your data
- **Objection**: Object to certain uses of your data (e.g., marketing)
- **Opt-Out**: Unsubscribe from marketing emails (service emails cannot be opted out)

To exercise your rights: Email hello@techsci.io with "Privacy Request" in the subject line. Include:

- Your name and Whop account email

- Specific request (access, deletion, correction)
- Proof of identity (for security)

We respond within **15 business days** for most requests (may take up to 45 days for complex requests under CCPA/GDPR).

California Residents: See Section 8 for additional CCPA rights.

EU/UK Residents: See Section 9 for GDPR rights.

7. COOKIES & TRACKING

Our Whop store and member portal may use cookies and similar tracking technologies for:

Essential Cookies (Cannot be disabled):

- Authentication (keep you logged in)
- Security (prevent fraud, session management)
- Functionality (remember language, preferences)

Analytics Cookies (Can be disabled):

- Google Analytics (understand traffic sources, popular pages)
- Whop analytics (track conversion, user behavior)

How to Control Cookies:

- Browser settings: Most browsers allow you to block or delete cookies
- Opt-out tools: Google Analytics opt-out browser add-on
- Do Not Track: We honor Do Not Track signals where technically feasible

Disabling cookies may affect functionality (e.g., you may need to log in repeatedly).

8. CALIFORNIA PRIVACY RIGHTS (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA):

Right to Know: Request disclosure of:

- Categories of personal information collected
- Sources of information
- Business purposes for collection
- Third parties we share information with
- Specific pieces of personal information we hold

****Right to Delete****: Request deletion of personal information (subject to exceptions for legal compliance, fraud prevention, or completing transactions)

****Right to Opt-Out of Sale/Sharing****: We do NOT sell or share your personal information for cross-context behavioral advertising

****Right to Non-Discrimination****: We will not discriminate against you for exercising your CCPA rights (no denial of service, different pricing, or degraded service quality)

****How to Submit a CCPA Request****:

- Email: hello@techsci.io with "CCPA Request" in subject
- Phone: +1 (302) 314-6007 (leave voicemail with contact info)
- We respond within ****45 days**** (may extend to 90 days for complex requests with notice)

****Verification****: We will verify your identity before processing requests (email confirmation, account information, last 4 digits of payment method).

9. INTERNATIONAL USERS & GDPR

Our services are provided from the ****United States****. If you are outside the US, your data may be transferred to, stored, and processed in the US. By using our services, you consent to this transfer.

****GDPR (EU/UK Residents)****:

If you are in the European Union or United Kingdom, we process your data under the following legal bases:

- ****Contract Performance****: To deliver the services you purchased
- ****Legitimate Interests****: To improve services, prevent fraud, communicate about your project
- ****Legal Compliance****: To meet tax, accounting, and legal obligations
- ****Consent****: For marketing emails (you can withdraw consent anytime)

****Your GDPR Rights****:

- Right of access, rectification, erasure, restriction, portability, objection (same as Section 6)
- Right to withdraw consent at any time (does not affect prior processing)
- Right to lodge a complaint with your local Data Protection Authority

****Data Protection Officer****: For GDPR inquiries, contact hello@techsci.io with "GDPR" in subject.

****International Data Transfers****: We use Standard Contractual Clauses (SCCs) approved by the European Commission for transfers to the US.

10. CHILDREN'S PRIVACY

Our services are for ****businesses only**** and not intended for individuals under 18 years of age. We do not knowingly collect personal information from anyone under 18.

If we discover we have collected information from a minor, we will:

- Delete it immediately
- Terminate the account
- Notify the account holder

If you believe a minor's information has been collected, contact hello@techsci.io immediately.

11. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect:

- Changes in our practices or services
- Legal or regulatory requirements
- Feedback from customers or privacy advocates

****Notice of Changes****:

- We will provide ****30 days'** advance notice****** via email and Whop announcement
- Continued use of services after the effective date constitutes acceptance
- Material changes (e.g., new uses of data, new third parties) will require explicit consent

****Version History****: Previous versions available upon request.

12. CONTACT US

For privacy questions, data requests, or to exercise your rights:

****TechSci Inc (d/b/a CodeCraft Agency)****

Email: privacy@techsci.io

Phone: +1 (302) 314-6007

Mailing Address: [Your registered business address]

Business Hours: Monday–Friday, 9:00 AM–6:00 PM EST

Average response time: 2 business days for privacy requests