

ZeroOps — Privacy Policy

Last updated: July 2026 · zeroops.co/privacy

1. Introduction

ZeroOps (“ZeroOps,” “we,” “our,” or “us”), a company registered in the United States, operates the ZeroOps platform, including our website, educational content, downloads, community features, connected AI application access, and related services (collectively, the “Services”). This Privacy Policy explains what personal information we collect, how we use and share it, and the choices you have.

By accessing or using our Services, you acknowledge the practices described in this Privacy Policy. If you do not agree with these practices, please do not use our Services.

2. Information We Collect

We collect several types of information to provide and improve our Services:

2.1 Account Information

When you create an account, we collect:

- Email address
- Full name (optional)
- Password (securely hashed, never stored in plain text)
- Profile picture, timezone, and social media links you choose to add (Twitter/X, LinkedIn)

2.2 Billing and Purchase Information

When you purchase a subscription or one-time product, our payment provider Whop processes your payment. We receive and store:

- Your Whop user and membership identifiers
- Plan, purchase type, and subscription status
- Transaction history, currency, and lifetime amount paid
- Promotional codes used

We never receive or store your full payment card details; those are handled entirely by Whop.

2.3 Usage and Activity Data

We collect information about how you use our Services, including lesson and module progress, resource views and clicks, session duration, event registrations and attendance, online presence status, and last-active timestamps. This data is stored in our own database and used for product analytics; message content is deliberately excluded from analytics events.

2.4 Communication Data

When you use our community and support features, we collect:

- Community channel messages and reactions
- Direct messages between members
- Support thread conversations
- File attachments and images you upload

2.5 Device and Technical Information

We automatically collect:

- IP address (also stored temporarily for rate limiting and abuse prevention)
- Browser type, operating system, and device information
- Referring URLs and pages visited
- Security and audit records of significant account actions

3. How We Use Your Information

We use the information we collect to:

- Provide, maintain, and improve our Services
- Process purchases and manage your account and entitlements
- Grant access to content based on your plan
- Facilitate community interactions, messaging, and events
- Track your learning progress and unlock time-gated content
- Send transactional emails (sign-up confirmation, password reset, billing notifications)
- Send product and marketing emails, which you can unsubscribe from at any time
- Respond to support requests
- Monitor and analyze usage patterns to improve our platform
- Detect, prevent, and address fraud, abuse, and security issues (including rate limiting and bot protection)

- Comply with legal obligations

4. Third-Party Services

We use the following third-party services to operate our platform:

4.1 Supabase (Database, Authentication, Storage)

Your account data, content, messages, and uploaded files are stored on Supabase infrastructure with encryption at rest and in transit.

4.2 Whop (Payments and Subscriptions)

Whop processes payments and manages subscriptions and one-time purchases. When you check out, we pass your email address and account identifier to Whop so your purchase can be linked to your account. Whop provides us with your membership and payment status. We also load a Whop analytics pixel on our website. See whop.com/privacy.

4.3 Vercel (Hosting and Analytics)

Our Services are hosted on Vercel, which collects page-view analytics and performance metrics and retains server logs. See vercel.com/legal/privacy-policy.

4.4 Google Analytics

We use Google Analytics to understand how visitors interact with our Services, such as pages visited and time spent. You can opt out with the Google Analytics Opt-out Browser Add-on.

4.5 Microsoft Clarity

We use Microsoft Clarity for session recordings and heatmaps to understand how users navigate our platform. Sensitive fields such as passwords and payment details are not recorded.

4.6 Cloudflare (Bot Protection and Email Delivery)

We use Cloudflare Turnstile on sign-up, login, and password-reset forms to protect against automated abuse; Turnstile processes your IP address and browser signals. We also send transactional account emails (confirmation, password reset, and similar) through Cloudflare's email delivery service.

4.7 e76 Email (Marketing Communications)

When you sign up, your email address and name are added to our email list, operated on our affiliated e76 email platform, so we can send you onboarding, product, and marketing emails. Every marketing email includes an unsubscribe link, and you can opt out at any time without affecting your account.

4.8 Google Fonts

Some marketing pages load fonts from Google Fonts, which means your browser makes a request to Google servers that includes your IP address.

5. Connected AI Applications (MCP)

ZeroOps lets you connect third-party AI applications (such as AI assistants supporting the Model Context Protocol) to your account through an OAuth authorization flow. This only happens when you explicitly approve a connection on our consent screen.

A connected application can, on your behalf:

- Read your profile, plan, entitlement, and billing status
- Read learning content, newsletters, and community channel messages you can access
- Read your support threads and send support messages as you
- Register you for or unregister you from events

We record which applications you have connected, the permissions you granted, and basic connection activity (such as last-used timestamps and error codes) so you can review and revoke access. Once data is delivered to a connected application, its handling is governed by that application's own privacy policy — review it before connecting. You can revoke a connection at any time from your account settings.

6. Cookies and Tracking Technologies

We use cookies and similar technologies:

Essential Cookies

Required for authentication, session management, site access control, checkout completion, and security. These cannot be disabled without breaking the Services.

Analytics Cookies (Consent Required)

Google Analytics, Microsoft Clarity, and the Whop pixel collect usage data and measure marketing performance. These load only after you accept them in our cookie banner, and you can change your choice at any time via the “Do Not Sell or Share” link in the footer or the cookie preferences option in your account settings. Vercel Analytics is cookieless and does not require consent.

Do Not Sell or Share / Global Privacy Control

Some analytics may be considered “sharing” of personal information under certain state privacy laws (such as the CPRA). Declining analytics cookies opts you out of such sharing. We also honor the

Global Privacy Control (GPC) browser signal: if your browser sends it, analytics are disabled automatically without any action on your part.

Preference Storage

We use browser local storage for display preferences such as theme, cursor, and motion settings.

Most browsers allow you to control or delete cookies through their settings. Disabling essential cookies may prevent the Services from functioning.

7. Email Communications

We send two kinds of email: transactional messages required to operate your account (sign-up confirmation, password reset, billing and subscription notices), and marketing messages about our products and content. You can unsubscribe from marketing email at any time via the link in each message or by contacting us; transactional messages are sent as long as you hold an account.

8. Data Sharing and Disclosure

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

- With the service providers described in Section 4, to operate the platform
- With AI applications you have explicitly connected, as described in Section 5
- With other members when you participate in community features (subject to your privacy settings)
- To comply with legal obligations, court orders, or government requests
- To protect our rights, privacy, safety, or property
- In connection with a merger, acquisition, or sale of assets (with notice to you)
- With your explicit consent

9. Data Security

We implement appropriate technical and organizational measures to protect your information:

- Encryption in transit (TLS/HTTPS) and at rest
- Secure password hashing using industry-standard algorithms
- Row-level security policies restricting database access
- Signed, HTTP-only session cookies
- Rate limiting and bot protection on sensitive endpoints

- Audit logging of significant account and administrative actions

Authorized staff may access account data for support, moderation, and troubleshooting; such access is logged. While we strive to protect your information, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

10. Your Rights

Depending on your jurisdiction, you may have the following rights:

- **Access:** Request a copy of the personal data we hold about you
- **Correction:** Request correction of inaccurate or incomplete data
- **Deletion:** Request deletion of your personal data (subject to legal retention requirements)
- **Portability:** Request your data in a machine-readable format
- **Objection:** Object to processing of your data for certain purposes
- **Restriction:** Request restriction of processing in certain circumstances
- **Withdraw Consent:** Withdraw consent for processing where consent is the legal basis
- **Opt-Out:** Unsubscribe from marketing communications at any time

To exercise these rights, contact us at support@e76.co. We will respond within 30 days.

11. Privacy Controls

You have controls over your privacy within the platform:

- Profile visibility: choose whether to display your email and timezone to other members
- Social links: control which social media links appear on your profile
- Connected applications: review and revoke AI application connections
- Marketing email: unsubscribe at any time
- Cookie preferences: change your analytics consent from settings or the footer
- Account deletion: request deletion of your account and associated data

Access these settings from your account settings page. To delete your account, email support@e76.co from the email address on your account; we will confirm and process the deletion within 30 days.

12. Children's Privacy

Our Services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If we learn that we have collected information from a child under 18, we will promptly delete it. If you believe a child has provided us with personal information, please contact us at support@e76.co.

13. International Data Transfers

Your information is processed in the United States, where we and our service providers operate, and may be transferred there from your country of residence. These countries may have different data protection laws than your own. Where required, we rely on appropriate safeguards for such transfers in compliance with applicable law.

14. Data Retention

We retain your information for as long as:

- Your account is active
- Necessary to provide our Services
- Required by law (tax records, legal compliance)
- Needed to resolve disputes or enforce agreements

Shorter retention for specific data:

- IP addresses stored for rate limiting are pruned on a rolling basis
- Pending checkout records containing payment metadata expire after 7 days
- Product analytics events are aggregated and pruned on a scheduled basis

After account deletion, we may retain certain data in anonymized form for analytics, and maintain audit logs as required for security and compliance. Backup copies may persist for a limited period before being purged.

15. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated policy on our website and updating the "Last updated" date. For significant changes, we may also notify you via email. Your continued use of our Services after changes constitutes acceptance of the updated policy.

16. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Email: support@e76.co

We will respond to your inquiry within a reasonable timeframe.