



Privacy Policy

How we collect, use, and protect your information

[NanoTickets](#)

[NanoAIO](#)

[NanoTickets Extension](#)

1 Introduction

This Privacy Policy describes how nanolabs ("we," "our," or "us") collects, uses, and protects your information when you use our Services:

- **NanoTickets** — Desktop application for ticket purchasing automation
- **NanoAIO** — Desktop application for product monitoring
- **NanoTickets Extension** — Chrome extension for ticket monitoring and session relay

2 Information We Collect

2.1 Account Information

- License key for authentication and subscription validation
- Hardware identifier (HWID) for per-device license enforcement
- Customer name and email (provided by payment processor)

2.2 Buyer Profile Data (Extension & Desktop)

- First name, last name, document type and number (e.g., Chilean RUT)
- Stored **locally on the user's device only** — used to auto-fill ticket holder forms

2.3 Payment Data (Extension & Desktop)

Card data (number, expiry, CVV) is collected temporarily in memory only. It is never stored locally, never logged, and is transmitted directly to the payment processor over HTTPS. We act solely as a pass-through.

2.4 Session Data (Extension & Desktop)

- Session cookies received from our relay server are injected into the target ticketing site
- Session tokens extracted in-memory to facilitate purchasing
- These tokens are **not persisted or transmitted to third parties**

2.5 Technical & Usage Data

- Software usage patterns, performance metrics, error logs
- Operating system, software version, IP address, browser version

3 Information We Do Not Collect

We do not collect: credit card numbers (stored), banking information, browsing history outside supported sites, social security numbers, government IDs, biometric data, health information, or location data.

4 How We Use Your Information

- **Service Provision:** License validation, ticket monitoring, automated purchasing, session relay, technical support
- **Communication:** Service announcements, security notifications, subscription updates
- **Improvement:** Bug fixes, performance optimization, feature development

5 Data Storage & Security

5.1 Local Storage (User's Device)

- License key stored with obfuscation in Chrome's extension storage
- Buyer profiles stored in local storage
- Card payment data is **never written to storage**

5.2 Server-Side

- License validation data on Whop's platform
- Application configuration on Google Cloud Storage
- Server logs retained for up to 30 days

5.3 Security Measures

- All communication over HTTPS/TLS
- Cryptographically secure key generation (Web Crypto API)
- Per-device license enforcement via HWID
- Content Security Policy on extension pages
- Same-origin restrictions on inter-frame communication

6 Information Sharing

We do not sell, rent, or trade your personal information.

7 Extension Permissions

Permission	Purpose
<code>storage</code>	User preferences, license data, monitoring settings
<code>scripting</code>	Extract ticket availability from supported sites
<code>notifications</code>	Alert users when tickets become available
<code>cookies</code>	Inject session cookies for the relay feature
<code>declarativeNetRequest</code>	Match User-Agent during session relay
<code>tabs</code> (optional)	Identify correct tab for monitoring
Host permissions	Access ticketing sites and inject relay cookies

The extension does **not** use remote code. All JavaScript is bundled within the package.

8 Data Retention

- **Active accounts:** Data retained during active subscription
- **Inactive accounts:** Data retained up to 12 months, then anonymized
- **Deletion:** Users may delete profiles in-app or request full account deletion through support

9 Your Rights

- Access and correct your personal data
- Request a portable copy of your data
- Request deletion of your personal data
- Buyer profiles can be deleted at any time through the extension or app

10 Additional

- **Children:** Services not intended for users under 13
- **International:** Data may be processed on Google Cloud (US region)

- **Updates:** Policy changes notified via in-app notifications
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11 Contact

For privacy questions, data requests, or account deletion:

- **Website:** whop.com/nanolabs
 - **Support:** Through official nanolabs support channels
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This Privacy Policy applies to NanoTickets, NanoAIO, and NanoTickets Extension.