

FETCHLINE

CONSULTANCY LLC

WEBSITE POLICY

PRIVACY POLICY

How Fetchline Collects, Uses, and Protects Information Online

Version 1.0
August 5, 2026

CONFIDENTIAL — PREPARED FOR INTERNAL AND CLIENT USE

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1. Introduction and Our Privacy Promises

This Privacy Policy explains how Fetchline Consultancy LLC (“Fetchline,” “we,” “us”) collects, uses, and protects information when you visit our website, contact us, or otherwise interact with us online. It applies to our website and marketing activities. How we handle client business data during service engagements is governed separately by our client agreements, including our Master Service Agreement and, where applicable, our Data Processing Addendum.

Before the details, here is our privacy position in plain language:

- We never sell your personal information — not to advertisers, data brokers, or anyone else;
- We do not run third-party advertising networks or ad trackers on our website;
- We collect the minimum we need: if you send us a message, we need your name and email to reply — nothing more;
- We do not use your information to train AI models;
- You can ask us at any time what we hold about you, and ask us to correct or delete it — and we will;
- If anything in this Policy is unclear, a real person will answer your question (Section 11).

Effective Date: August 5, 2026. If you have questions, contact us using the information in Section 11.

2. Information We Collect

2.1 Information You Provide. When you fill out a contact form, request a consultation, subscribe to updates, or communicate with us, we collect the information you choose to provide, such as your name, company, email address, phone number, and the content of your message.

2.2 Information Collected Automatically. When you visit our website, we and our service providers may automatically collect standard technical information such as IP address, browser type, device type, pages viewed, referring pages, and timestamps, typically through cookies and similar technologies.

2.3 Cookies. We use cookies and similar technologies to make the site work, remember preferences, and understand how visitors use the site. You can control cookies through your browser settings; disabling cookies may affect site functionality. Where required by law, we request consent for non-essential cookies.

2.4 Analytics. We may use analytics services (such as Google Analytics) that collect usage information to help us understand site traffic and improve our content. These providers process data under their own privacy policies.

3. How We Use Information

3.1 Purposes. We use the information described above to:

- Respond to inquiries and consultation requests;
- Provide, operate, and improve our website and services;
- Send communications you request, such as follow-ups or updates (you can opt out at any time);

- Understand website usage and improve our content;
- Protect the security of our website and business;
- Comply with legal obligations.

3.2 Data Minimization; No Sale; No Ad Targeting. We practice data minimization: we collect only what we need for the purposes above and nothing more. We do not sell personal information, we do not share it for cross-context behavioral advertising, we do not run third-party ad networks on our website, and we do not use your personal information to train AI models. Your inquiry stays between you and us.

4. Third-Party Services

4.1 Service Providers. We work with reputable third-party providers that process information on our behalf to run our business, which may include:

- Stripe — payment processing for invoices and service fees;
- Google — analytics, email, and productivity services;
- Microsoft — email, document, and productivity services;
- Website hosting, form handling, and scheduling providers.

4.2 Provider Obligations. These providers are permitted to use information only to provide services to us and are subject to their own privacy and security commitments. Payment card details are collected and processed directly by our payment processor; we do not store full card numbers.

5. Data Retention

5.1 Retention Periods. We keep personal information only as long as reasonably necessary for the purposes described in this Policy: inquiry records for as long as needed to respond and maintain our business relationship; billing records as required by tax and accounting law; and analytics data per the retention settings of our analytics providers. When information is no longer needed, we delete or de-identify it.

6. Security

6.1 How We Protect Your Information. We protect personal information with the same discipline we bring to our client engagements — security is our business. Our safeguards include:

- Encryption in transit (TLS) for all connections to our website and services;
- Reputable, security-vetted hosted providers that encrypt data at rest;
- Least-privilege access — only team members who need your information to respond to you can see it;
- Unique credentials and multi-factor authentication on our accounts;
- Credentials and secrets stored in an encrypted vault, never in plain text;
- Prompt deletion of information we no longer need (see Section 5).

6.2 If Something Goes Wrong. No method of transmission or storage is completely secure, and we will not pretend otherwise. What we can promise is transparency: if a security incident affects your personal information, we will notify you without undue delay, tell you plainly what happened and what we are doing about it, and cooperate with any required notifications. Our full security practices are described in our Security & Trust Overview, available on request.

7. Your Rights and Choices

7.1 Your Rights. Regardless of where you live, we extend these rights to everyone who interacts with us — not just where the law requires it. You may:

- Ask what personal information we hold about you (access);
- Ask us to correct inaccurate information (correction);
- Ask us to delete your information (deletion) — we will honor this except where the law requires us to keep records, such as billing records;
- Opt out of marketing emails at any time via the unsubscribe link or by contacting us — one click, no hoops, no retention campaigns;
- Control cookies through your browser settings.

7.2 How We Respond. To exercise these rights, contact us using Section 11. We respond to every request — our goal is within fifteen (15) business days, and never longer than applicable law allows. We may need to verify your identity, and we will never charge you a fee for a reasonable request. You will not be treated differently for exercising your privacy rights.

8. Children's Privacy

8.1 No Children's Data. Our website and services are intended for businesses and business professionals. We do not knowingly collect personal information from children under 13 (or the applicable age of consent). If you believe a child has provided us personal information, contact us and we will delete it.

9. International Visitors

9.1 U.S. Processing. We are based in the United States and process information in the United States. If you visit our website from outside the U.S., you understand your information will be transferred to and processed in the U.S., where privacy laws may differ from those in your location. Where we act as a processor of client personal data subject to international data protection laws, our Data Processing Addendum governs those transfers.

10. Changes to This Policy

10.1 Updates. We may update this Policy from time to time. We will post the updated version on our website with a revised effective date, and for material changes we will provide more prominent notice.

11. Contact Us

Fetchline Consultancy LLC

Attn: Privacy

Address: _____

Email: _____