



Square O LLC 400 S. Elliott Rd., Suite D106 Chapel Hill, NC 27514

## Square O Customer Privacy Policy Last updated: February 1, 2026

### Introduction

**Square O LLC**, a North Carolina limited liability company ("**Square O**"), is committed to the protection of each of our customers' privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard that information when you use our products and services (collectively, the "**Service**" or the "**Services**").

### Information We Collect

#### Information You Provide:

**Account Information:** As a part of our standard processes, we may collect a customer's name, email address, and company information. On occasion, we may need to collect passwords and other customer-centric information to access, implement, test, and support our customers' systems.

**Communications:** Square O routinely collects information you provide when contacting our support team, interacting with our engineers, and other forms of communication.

**Payment Information:** Square O will routinely collect billing address, account information, and, on occasion, payment card details (processed securely through our payment processor).

#### Information Automatically Collected:

**Usage Data:** In the course of using our Services, or engaging our team for technical implementations or infrastructure activities, Information about how you use our Services, features accessed, and interaction patterns, may be collected without specific permissions.

**Device Information:** When engaging with Square O, we may automatically collect information such as your IP address, browser type, operating system, and device identifiers.

**Cookies and Tracking:** Often, Square O's systems and/or services may use cookies and similar technologies to enhance your experience and analyze

usage patterns.

## How We Use Your Information

Information collected either automatically or that which customers provide will be used as follows:

- To provide customer support and responses to client requests
- To provide, operate, and maintain our Service
- To process transactions and manage accounts
- To detect, prevent, or manage technical issues
- To monitor and analyze customer use patterns
- To provide customers with technical notices and system updates
- To identify and prevent security vulnerabilities
- To comply with legal obligations and enforce our Terms of Service

## Data Security

Square O routinely implements appropriate technical and organizational security measures to protect our customers' information. This may include, but not be limited to:

- Data encryption when in transit using the latest industry standard processes
- Encryption of sensitive customer data at rest
- Access controls and authentication mechanisms
- Industry-standard secure credential storage
- Routine security assessments and updates

While we make every effort to protect your information and the security of your systems, no fail-safe method of data transmission via the internet is 100% secure and impenetrable. Therefore, we cannot guarantee the absolute security of our customers' systems and data.

## Data Sharing and Disclosure

Square O will not sell or share your company's personal information. However, we may share your information under the following circumstances:

**Integration Partners:** Square O may share customer data to Partners whose systems or services you choose to connect to Square O systems and partners as part of your workflows.

**Service Providers:** Square O may share customer data with third-party vendors who perform services on our behalf (e.g., payment processing, hosting,

analytics).

**Required Business Transfers:** In connection with a merger, acquisition, or sale of assets, Square O may share customer data.

**Legal Requirements:** In any situation wherein Square O is required by law, any regulation, governmental or legal requests or processes, to disclose customer information, we will comply.

**Protection of Rights:** To protect the rights, privacy, safety, or property of Square O, and that of our customers or the public, we will share and disclose data as necessary.

## Data Retention

Square O may retain your information for as long as your account is active or as needed to provide you services. Customers may request deletion of an account and associated data at any time. However, Square O will retain and use your information as necessary to comply with legal obligations, resolve disputes, and enforce our agreements. Workflow execution logs are retained for 30 days by default.

## Your Rights and Choices

Depending on the state location of your company, you may have the following rights:

**Access:** Request a copy of the personal information we hold about you.

**Correction:** Request correction of inaccurate or incomplete information.

**Deletion:** Request deletion of your personal information.

**Portability:** Request the transfer of your data to another service.

**Opt-Out:** Unsubscribe from marketing communications.

To exercise these rights, please contact us at [support@squareo.com](mailto:support@squareo.com).

## International Data Transfers

Square O conducts business in several countries, including Spain, Portugal, and Australia, among others. However, Square O will ensure appropriate safeguards are in place to protect customer information in accordance with this Privacy Policy.

## **Changes to This Privacy Policy**

Square O reviews our policies on an annual basis and may update this Privacy Policy from time to time. We will notify customers of any substantial material changes by posting the new Privacy Policy on this page and updating the "Last updated" date. Your continued use of our Services after such changes constitutes acceptance of the updated Privacy Policy.

## **Contact Us**

If you have questions or concerns about this Privacy Policy, please contact us at [support@squareo.com](mailto:support@squareo.com).

**Last Updated 02/2026**