Privacy Policy

Rivaro Media, LLC · Effective November 8, 2026

Who we are

Rivaro Media, LLC ("Rivaro Media," "we," "us") is a real estate photo and video business in Southern Utah, owned and run by Sebastian Pavlides. This policy explains what personal information we collect, why, who helps us handle it, and the choices you have.

It covers our website at www.rivaro.media, our booking pages at book.rivaro.media, and the emails, texts and calls we exchange with you. Questions go to contact@rivaro.media or (435) 272-8126.

What we collect

We collect what you give us when you contact or book us, plus basic visit data from the website.

Where	What we collect
Contact form	First and last name, email, phone (optional) and your message
Booking page (book.rivaro.media)	Your name, email, phone and brokerage; the property address; and details about the property and access, such as occupancy, size, list price, lockbox or entry instructions, and whether to shoot the basement and garage
Video planning form	Your name, the property address, what you want in the video, whether you'll be on camera, and end card details if you choose them (name, brokerage, phone, colors, logo)
Invoices and payments	What you bought, the amount, and payment status. Card and bank details go straight to our payment processor; we never see or store full card numbers
Emails, texts and calls	What you send us and when
On the shoot	Photos and video of the property. If you choose to appear on camera, your image and voice
Website visits	Pages viewed, how you arrived, rough location (city or region), device and browser type, collected through cookies (see below)

How we use it

We use your information to do the work you hired us for and to run the business. Specifically, to:

- Answer your messages and questions
- Schedule shoots, plan videos, and send confirmations and reminders by text or email
- Get into the property and shoot it the way you asked

- Edit and deliver your photos, video, floor plans and tours
- Send invoices and collect payment
- Ask for a review and check in about future listings. You can tell us to stop at any time
- Show our work in our portfolio and on social media. We may post any media we create without asking first; if a post shows you and you want it taken down, tell us and we will
- Understand how the website is used so we can improve it
- Keep business and tax records, prevent spam and fraud, and meet legal obligations

We don't sell your personal information, and we don't use it for targeted advertising.

Cookies and Google Analytics

Our website and booking pages use Google Analytics to count visits, see which pages are useful and see how many visits turn into bookings. It sets two cookies in your browser:

Cookie	What it does	How long it lasts
_ga	Tells one visitor apart from another	2 years
_ga_EL1LZM2J8H	Keeps track of a single visit	2 years

Google Analytics sees which pages you view, how you got here, your rough location and your device type. It doesn't tell us who you are. We use it only to measure the website and booking pages, not for advertising. Detailed visit records are deleted within 14 months; after that only summary reports remain. (Google's cookie list)

You can block or delete cookies in your browser settings, or install Google's opt-out add-on. The site and booking pages work the same without them.

The contact form runs Cloudflare Turnstile, a spam check that looks at your browser when you send a message. The 3D tour on the Portfolio page loads from Matterport only when you open it, and Matterport may set its own cookies then. Our booking pages are run by Spiro, which may use its own cookies to run the order process.

Services we rely on

A few companies handle information for us so the business can run. They may use it only to provide their service to us.

Service	What it does for us	What it handles
Webflow	Hosts the website	Contact form messages, basic server logs
Google Analytics	Website visit statistics	Visit data from cookies
Cloudflare Turnstile	Spam check on the contact form	Browser and connection signals
Spiro	Booking pages, scheduling, media delivery	Booking details, property details, delivered media
Square	Invoices and payments	Payment details
Microsoft 365	Email	Emails you send us

Service	What it does for us	What it handles
Tally	Video planning form	Your form answers and logo
Matterport	3D tours	Property scans
Photo and video editors	Editing your media	Photos and video of the property, including you if you're on camera

The website also loads its map code from unpkg.com and some site files from Amazon CloudFront, which see your connection like any website does. Links to Instagram, Facebook, YouTube and X take you to those sites, where their own policies apply.

When we share information

We don't sell or rent personal information. We share it only:

- With the services listed above, so they can do their part
- With people who help run the business, such as an accountant or business coach, who keep it confidential
- When you ask us to, for example sending media to your brokerage or tagging you on a social media post
- When the law requires it, or to protect our rights or someone's safety
- If the business is sold or merged, with the new owner, under this same policy

How long we keep it

We keep information only as long as we need it:

Information	How long
Invoices, payments and booking records	As long as tax law requires, generally 3 to 7 years
Messages, emails and texts	As long as they're useful for your account or our records
Photos, video and other media	1 year and 1 month after delivery, then deleted
Website visit data	Detailed records up to 14 months, then summaries only

When you ask us to delete something, we do, unless we have to keep it for tax or legal reasons.

Your choices

You can ask us to:

- Tell you what personal information we have about you, and send you a copy
- Correct anything that's wrong
- Delete your information, except what we must keep for tax or legal reasons
- Stop texts or emails about future work. Reply to any text or email and tell us

- Take down a post or video that shows you

Email contact@rivaro.media or call (435) 272-8126. We'll reply within 30 days and may ask you to confirm who you are first. We won't treat you differently for asking.

Children

Our services are for real estate professionals and property owners. We don't knowingly collect information online from anyone under 13. If you think a child has sent us information, contact us and we'll delete it. A child appears in a video or photo only with permission from their parent or legal guardian, who can ask us to take it down at any time.

Security

We use services with standard protections, such as encrypted connections (https) and password-protected accounts, and we limit who can see your information. No system is perfectly secure, so we can't promise it never will be breached.

Changes to this policy

When we change this policy, we'll update the date at the top and post the new version on the website. If a change matters to how we use your information, we'll point it out.

Contact

Rivaro Media, LLC · contact@rivaro.media · (435) 272-8126 · Orderville, Utah