



## Invoice Pro Privacy Policy

### 1. Introduction

Welcome to Invoice Pro ("we," "our," "us"). This Privacy Policy outlines our practices regarding the collection, use, and protection of information provided by users of our app. We are committed to safeguarding the privacy of both your business and your customers' information.

Invoice Pro is designed to help businesses create invoices and estimates efficiently, and in doing so, we collect certain information to provide and improve our services. The types of information we collect include business details such as phone numbers, addresses, and other relevant contact information, as well as your customers' contact details including phone numbers, addresses, and emails.

It is important to note that we do not collect or store any payment information; all payment transactions are securely managed by Stripe, our trusted third-party payment processor.

We firmly believe that your data is your own. We are dedicated to ensuring that your business's and your customers' data is never sold or misused. We use the information solely to provide and improve our services, and we take all necessary measures to protect your data from unauthorized access.

By using Invoice Pro, you acknowledge that you have read and understood this Privacy Policy, and you agree to the collection and use of your information as described herein. If you have any questions or concerns about this policy, please contact us using the details provided at the end of this document.

### 2. Information We Collect

Invoice Pro collects specific information from you and your customers to provide and enhance our invoicing and estimating services. The information we collect is categorized as follows:

#### A. Business Information

When you use Invoice Pro, we collect the following details about your business:

- **Business Name:** The name of your business, which is used in the creation of invoices and estimates.

- **Business Address:** The physical address of your business, which may be included on invoices and estimates.
- **Business Phone Number:** Your business's contact phone number, used for communication purposes.
- **Business Email Address:** The email address associated with your business, used for account management, communication, and delivery of invoices and estimates.

## **B. Customer Information**

To enable you to create invoices and estimates for your clients, Invoice Pro collects and stores the following information about your customers:

- **Customer Name:** The name of your customer or client, which is displayed on invoices and estimates.
- **Customer Address:** The physical address of your customer, which may be used for billing purposes.
- **Customer Phone Number:** The contact phone number of your customer, used for communication and reference on invoices.
- **Customer Email Address:** The email address of your customer, used for sending invoices and estimates.

## **C. Non-Personal Information**

In addition to the specific business and customer information outlined above, Invoice Pro may collect non-personal information that cannot be used to identify you or your customers. This may include:

- **Usage Data:** Information about how you use the app, such as features accessed and time spent on various sections of the app.
- **Device Information:** Details about the device you use to access Invoice Pro, such as the device model, operating system, and browser type.

## **D. Cookies and Tracking Technologies**

Invoice Pro may use cookies and similar tracking technologies to enhance your experience, analyze app usage, and improve our services. Cookies are small data files stored on your device that help us recognize you and remember your preferences. You can control the use of cookies through your browser settings, but disabling cookies may affect your ability to use certain features of the app.

# **3. How We Use Your Information**

Invoice Pro uses the information collected from your business and your customers to deliver and improve our services. The ways in which we use this information are outlined below:

## **A. Providing and Managing Services**

We use the information collected to:

- **Create and Manage Invoices & Estimates:** Your business and customer information is used to generate and manage invoices and estimates, ensuring that they are accurate and professional.
- **Communicate with You:** We may use your business email and phone number to send important updates, notifications, and other relevant information about your account or the services you use.

## **B. Improving User Experience**

We analyze the usage data and device information to:

- **Enhance App Performance:** Understanding how you interact with Invoice Pro helps us improve the app's functionality, speed, and user experience.
- **Develop New Features:** Usage patterns and feedback may be used to develop and introduce new features that better serve your business needs.

## **C. Customer Support**

We use the information to:

- **Provide Assistance:** If you encounter issues or need help with any aspect of the app, the information you've provided helps us deliver effective customer support.
- **Resolve Disputes:** In cases where disputes or issues arise, having accurate information allows us to investigate and resolve matters quickly and fairly.

## **D. Legal and Compliance**

We may use your information to:

- **Comply with Legal Obligations:** We may process your data to comply with applicable laws, regulations, or legal processes, such as responding to a court order or a government request.
- **Enforce Our Policies:** Your information may be used to enforce our Terms of Service, Privacy Policy, or other agreements, ensuring the security and integrity of our services.

## **E. Marketing and Communication**

- **Optional Communications:** With your consent, we may use your business contact information to send you promotional materials, newsletters, or other communications that may be of interest to you. You can opt out of these communications at any time.

# **4. Sharing Your Information**

At Invoice Pro, we understand the importance of keeping your business and customer information secure and private. We only share your information in specific situations and with trusted partners, as described below:

## **A. Third-Party Service Providers**

We may share your information with third-party service providers who assist us in operating our app and providing services to you. These providers include:

- **Cloud Hosting and Storage Providers:** We use trusted cloud service providers to host and store your data securely.
- **Analytics Providers:** We may share non-personal information with analytics services to help us understand how our app is used and how we can improve it.
- **Customer Support Providers:** In some cases, third-party support services may access your information to help resolve technical issues or respond to your inquiries.

These third-party providers are bound by strict confidentiality agreements and are only permitted to use your information in accordance with our instructions and for the purposes described in this Privacy Policy.

## **B. Payment Processing**

All payment transactions within Invoice Pro are handled by Stripe, a third-party payment processor. We do not collect or store any payment information; instead, Stripe collects and processes payment details in accordance with their privacy policy. We recommend reviewing Stripe's privacy practices for more information.

## **C. Business Transfers**

In the event that Invoice Pro is involved in a merger, acquisition, reorganization, or sale of all or a portion of our assets, your information may be transferred as part of that transaction. We will notify you of any such changes, as well as any choices you may have regarding your information, through email and/or a prominent notice within our app.

## **D. Legal Obligations and Protection of Rights**

We may disclose your information if required to do so by law or in response to valid legal requests, such as subpoenas, court orders, or government investigations. Additionally, we may share information to:

- **Enforce Our Policies:** If necessary, we may share your information to enforce our Terms of Service or this Privacy Policy.
- **Protect Rights and Safety:** We may disclose your information when we believe it is necessary to protect the rights, property, or safety of our users, employees, or the public.

## **E. Data Sharing with Affiliates**

We may share your information with our affiliates, subsidiaries, or other companies under common ownership or control, for purposes consistent with this Privacy Policy. These entities are required to adhere to the same privacy practices and security measures that we follow.

## F. Aggregate and De-Identified Information

We may share aggregated or de-identified information that cannot reasonably be used to identify you or your customers. This type of information may be used for research, analytics, marketing, or other business purposes.

## 5. Data Storage and Security

At Invoice Pro, we prioritize the security of your business and customer information. This section details how your data is stored, the security measures we implement, and our policies regarding data retention.

### A. Data Storage

- **Cloud Storage:** All data collected by Invoice Pro is securely stored using reputable cloud service providers. These providers use data centers that are protected by industry-standard security measures.
- **Geographical Location:** Depending on where you are located, your data may be stored on servers in your country, the European Economic Area (EEA), or other regions where our cloud service providers operate. We ensure that data transfers comply with applicable data protection laws.

### B. Security Measures

We employ a variety of security measures to protect your information from unauthorized access, use, alteration, or disclosure. These measures include:

- **Encryption:** We use encryption protocols (e.g., TLS/SSL) to secure data transmitted between your device and our servers, ensuring that your information is protected during transfer.
- **Access Controls:** Access to your data is restricted to authorized personnel who need it to perform their job functions. We implement role-based access controls and regularly review these permissions.
- **Regular Security Audits:** We conduct regular security audits and assessments to identify and address potential vulnerabilities in our systems.
- **Data Anonymization:** Where possible, we anonymize or pseudonymize data to further protect your information, especially when used for analytics or other internal purposes.

### C. Data Retention

- **Business and Customer Information:** We retain your business and customer information for as long as you maintain an active account with Invoice Pro. If you close your account, we will delete your information in accordance with our data retention policies, unless we are required to retain it for legal or regulatory reasons.
- **Non-Personal Information:** Non-personal information, such as usage data, may be retained for longer periods for the purposes of analysis, reporting, and improving our services.

- **Backups:** We maintain secure backups of our data to prevent data loss in case of a system failure. These backups are encrypted and stored separately to ensure their security.

#### **D. Data Breach Response**

In the event of a data breach that compromises your information, we will notify you as soon as possible, in accordance with applicable laws and regulations. We will also take all necessary steps to mitigate the breach and prevent future occurrences, including:

- **Incident Containment:** Immediately isolating and containing the breach to prevent further unauthorized access.
- **Notification:** Informing affected users and regulatory authorities, as required by law, about the nature and extent of the breach.
- **Remediation:** Taking corrective measures to resolve the issue and enhance our security protocols to prevent similar incidents in the future.

## **6. Your Rights and Choices**

At Invoice Pro, we respect your rights to access, manage, and control your personal and business information. This section explains the rights you have under applicable data protection laws and the choices available to you in managing your data.

### **A. Accessing and Updating Your Information**

- **Accessing Your Information:** You have the right to access the information we hold about you, including your business details and customer information. You can view and update this information directly within the Invoice Pro app.
- **Correcting Information:** If you find that any of your business or customer information is inaccurate or outdated, you can correct it at any time through your account settings. Keeping your information accurate and up-to-date helps us provide the best possible service.

### **B. Data Portability**

- **Requesting a Copy:** You have the right to request a copy of your business and customer information in a structured, commonly used, and machine-readable format. This allows you to transfer your data to another service provider if you choose to do so.
- **Porting Your Data:** If you would like to port your data, please contact us, and we will provide you with the necessary information to transfer your data securely.

### **C. Deleting Your Information**

- **Account Deletion:** If you choose to close your account with Invoice Pro, you can request the deletion of your business and customer information. Upon account closure, we will delete your data in accordance with our data retention policy, unless we are legally required to retain it.

- **Customer Information:** You can also delete individual customer records from within the Invoice Pro app. This action will permanently remove the customer's data from our systems.

#### **D. Managing Communications**

- **Opting Out of Marketing Communications:** If you no longer wish to receive promotional emails or newsletters from us, you can opt out by following the unsubscribe instructions included in these communications. You can also manage your communication preferences in your account settings.
- **Service-Related Communications:** Please note that even if you opt out of marketing communications, you will still receive service-related communications, such as account updates, security alerts, and notifications related to your use of Invoice Pro.

#### **E. Restricting Data Processing**

- **Limiting Use of Your Data:** In certain circumstances, you may have the right to restrict the processing of your data. For example, you can request that we limit the use of your information if you contest its accuracy, if the processing is unlawful, or if you need the data for legal claims.
- **Objecting to Processing:** You have the right to object to the processing of your data in certain situations, such as when we process your data for direct marketing purposes or when the processing is based on our legitimate interests.

#### **F. Withdrawing Consent**

- **Consent Withdrawal:** If we rely on your consent to process your personal information, you have the right to withdraw that consent at any time. Withdrawing consent will not affect the lawfulness of any processing we conducted prior to your withdrawal.

#### **G. Exercising Your Rights**

- **How to Exercise Your Rights:** To exercise any of the rights mentioned above, please contact us using the details provided in the "Contact Information" section of this Privacy Policy. We will respond to your request in accordance with applicable data protection laws and within a reasonable timeframe.

## **7. Children's Privacy**

Invoice Pro is not intended for use by children under the age of 16. We do not knowingly collect personal information from children under 16. If we become aware that we have inadvertently collected such information, we will take steps to delete it as soon as possible.

### **A. Age Restrictions**

- **User Eligibility:** To use Invoice Pro, you must be at least 16 years old. By using our app, you represent that you meet this age requirement. If you are under 16, you are not permitted to use Invoice Pro, and we request that you do not submit any personal information to us.

## **B. Parental Control and Consent**

- **Parental Involvement:** If you are a parent or guardian and believe that your child under the age of 16 has provided us with personal information without your consent, please contact us immediately. We will work with you to address the situation, including deleting any information obtained from the child.

## **C. Legal Compliance**

- **COPPA Compliance:** While Invoice Pro does not target or knowingly collect information from children under 16, we strive to comply with all applicable laws and regulations, including the Children's Online Privacy Protection Act (COPPA) in the United States, which governs the collection of data from children under 13.

## **D. Reporting Violations**

- **Contact Us:** If you believe that we are processing information from a child under 16, or if you have any concerns regarding children's privacy, please contact us using the details provided in the "Contact Information" section of this Privacy Policy. We take these concerns very seriously and will promptly address any issues.

# **8. International Data Transfers**

Invoice Pro operates globally, and your data may be transferred to, stored, and processed in a country other than your own. We are committed to ensuring that your information is protected wherever it is processed and that any transfers of personal data comply with applicable data protection laws.

## **A. Data Transfers to Other Countries**

- **Cross-Border Transfers:** Your information may be transferred to and stored on servers located in a country different from where you reside. These countries may have data protection laws that differ from those of your jurisdiction.
- **Safeguards for International Transfers:** Whenever your personal data is transferred internationally, we ensure that appropriate safeguards are in place to protect your data. These safeguards may include:
  - **Standard Contractual Clauses:** We may use Standard Contractual Clauses approved by the European Commission or other relevant authorities to ensure that your data receives adequate protection during international transfers.
  - **Privacy Shield (if applicable):** For transfers to the United States, we may rely on the EU-U.S. and Swiss-U.S. Privacy Shield frameworks, though as of the last



update, this framework has been invalidated, and we seek alternative legal mechanisms to comply with data protection regulations.

## **B. Compliance with Data Protection Laws**

- **GDPR Compliance:** For users within the European Economic Area (EEA), we ensure that any international transfer of personal data complies with the General Data Protection Regulation (GDPR). This may involve obtaining your explicit consent or ensuring that the receiving party is bound by appropriate legal agreements that provide a similar level of data protection as required under the GDPR.
- **Other International Laws:** We also comply with data transfer regulations in other jurisdictions, including but not limited to the California Consumer Privacy Act (CCPA) for users in the United States and similar laws in other countries.

## **C. User Rights Regarding International Transfers**

- **Informed Consent:** By using Invoice Pro and providing us with your information, you consent to the transfer, storage, and processing of your data in other countries as described in this Privacy Policy.
- **Opt-Out Rights:** If you have concerns about the transfer of your data to another country, you may have the right to opt-out or request that we restrict such transfers, depending on the laws applicable in your jurisdiction. Please contact us to discuss any concerns or to exercise your rights.

## **D. Contact Us for More Information**

- **Requesting Details:** If you would like more information about how your data is protected during international transfers, or if you wish to request a copy of the relevant safeguards in place, please contact us using the details provided in the "Contact Information" section of this Privacy Policy.

# **9. Changes to This Privacy Policy**

Invoice Pro may update this Privacy Policy from time to time to reflect changes in our practices, technologies, legal requirements, or other factors. This section outlines how we will notify you of any changes and what those changes may involve.

## **A. Notification of Changes**

- **Prior Notice:** When we make significant changes to this Privacy Policy, we will provide you with advance notice. We may do this by:
  - Posting a prominent notice within the Invoice Pro app or on our website.
  - Sending an email notification to the address associated with your account.
- **Reviewing Changes:** We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information. The "Last Updated" date at the top of this policy indicates when the latest changes were made.

## B. Acceptance of Changes

- **Continued Use:** By continuing to use Invoice Pro after any changes to this Privacy Policy become effective, you are agreeing to the revised terms. If you do not agree with the updated Privacy Policy, you should discontinue using the app and may contact us to close your account.
- **Right to Dispute:** If you disagree with any changes, you have the right to contact us to discuss your concerns. Depending on the nature of your concerns, we may be able to provide alternative solutions or clarify the reasons for the changes.

## C. Scope of Changes

- **Substantive Changes:** Any changes that materially affect the way we handle your information will be communicated clearly, allowing you to understand the impact on your data and your rights.
- **Minor Updates:** Minor updates or changes that do not significantly affect your rights or the way we use your data (e.g., clarifications, typographical corrections) may be implemented without prior notice, though we will still update the "Last Updated" date.

## D. Historical Versions

- **Access to Previous Versions:** Upon request, we may provide access to previous versions of this Privacy Policy to help you understand how our practices have evolved over time. Contact us if you need to review any prior versions.

# 10. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your information, please do not hesitate to contact us. We are committed to addressing your inquiries and ensuring that your privacy is protected.

## A. How to Contact Us

- **Email:** You can reach us via email at [chris@creativegreenlight.com](mailto:chris@creativegreenlight.com). This is the preferred method of communication for privacy-related inquiries.

## B. Response Time

- **Timely Response:** We aim to respond to all inquiries within a reasonable time frame, typically within [X] business days. However, response times may vary depending on the complexity of your request and our current workload.

## C. Escalation

- **Further Assistance:** If you feel that your concerns have not been adequately addressed, you may have the right to escalate the matter to a data protection authority or other

relevant regulatory body, particularly if you are located in the European Economic Area (EEA) or another jurisdiction with specific data protection laws.

#### **D. Your Feedback**

- **Feedback Encouraged:** We value your feedback and are continuously looking for ways to improve our privacy practices. If you have suggestions on how we can better protect your privacy or enhance our services, please let us know.

## **11. Governing Law and Dispute Resolution**

This section explains the legal jurisdiction governing this Privacy Policy and the procedures for resolving any disputes that may arise between you and Invoice Pro.

#### **A. Governing Law**

- **Applicable Law:** This Privacy Policy and any disputes or claims arising out of or in connection with it, or the use of Invoice Pro, shall be governed by and construed in accordance with the laws of [Your Jurisdiction, e.g., the State of California, USA], without regard to its conflict of law principles.
- **Jurisdiction:** You agree that any legal actions or proceedings related to this Privacy Policy or your use of Invoice Pro shall be brought exclusively in the courts of [Your Jurisdiction, e.g., the State of California], and you consent to the personal jurisdiction of these courts.

#### **B. Dispute Resolution**

- **Initial Resolution:** If you have a dispute or concern, we encourage you to contact us first at [chris@creativegreenlight.com](mailto:chris@creativegreenlight.com). We will do our best to resolve any issues promptly and amicably.
- **Mediation and Arbitration:** If we are unable to resolve the dispute through informal means, the parties agree to attempt to resolve any dispute through mediation or binding arbitration before pursuing other legal remedies. The arbitration shall be conducted in accordance with the rules of [Arbitration Institution, e.g., the American Arbitration Association (AAA)], and the decision of the arbitrator shall be final and binding.
- **Costs:** Each party shall bear its own costs associated with the arbitration, including legal fees, unless the arbitrator decides otherwise as part of the final decision.
- **Exclusions:** Notwithstanding the above, either party may seek injunctive or other equitable relief in any court of competent jurisdiction to prevent the actual or threatened infringement, misappropriation, or violation of a party's intellectual property rights.

#### **C. Class Action Waiver**

- **No Class Actions:** You agree that any disputes or claims between you and Invoice Pro will be resolved on an individual basis and not as part of a class, consolidated, or

representative action. You waive your right to participate in any class action lawsuits related to this Privacy Policy or your use of Invoice Pro.

#### **D. Severability**

- **Partial Invalidity:** If any provision of this Privacy Policy is found to be invalid or unenforceable by a court of competent jurisdiction, such provision shall be enforced to the maximum extent permissible, and the remaining provisions shall remain in full force and effect.