

CutPlanner Privacy Policy

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CutPlanner ("we," "us," or "our") respects the privacy of our Users (Meat Processors, "you" or "your") and their customers. This Privacy Policy explains how we collect, use, and safeguard information within the CutPlanner platform.

1. INFORMATION WE COLLECT

We collect information in two capacities:

- **Processor Information:** Business name, contact details, and payment information provided by you to maintain your subscription.
- **Customer Data:** Names, phone numbers, email addresses, and specific cutting instructions for your customers, which you (or your customers) enter into the system.

2. HOW WE USE THE DATA

We use the data collected strictly for the following purposes:

- To provide the CutPlanner services, including generating cut sheets, invoices, and labels.
- To facilitate communication between the Processor and the end customer regarding their specific order.
- To provide technical support and troubleshoot software issues.
- **No Marketing to Your Customers:** We will never use your customers' contact information to market third-party services or CutPlanner products directly to them.

3. DATA SHARING & THIRD PARTIES

We do not sell, rent, or trade your data or your customers' data. We only share information with third parties in the following limited circumstances:

- **Service Providers:** We use trusted third parties to provide necessary infrastructure (e.g., secure cloud hosting and payment processing). These providers have access to data only to perform specific tasks on our behalf.
- **Legal Requirements:** If required by law, we may disclose information to comply with legal obligations or protect the rights and safety of CutPlanner and our users.

4. DATA SECURITY

We implement industry-standard security measures, including encryption and secure hosting, to protect data from unauthorized access, alteration, or disclosure. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

5. DATA OWNERSHIP & ACCESS

- **The Processor's Role:** You (the Meat Processor) are the "Data Controller" for your customers' information. You are responsible for ensuring you have the right to provide this data to CutPlanner.
- **Customer Requests:** If an end customer contacts CutPlanner regarding their data (to view, edit, or delete it), we will redirect that request to you, the Meat Processor.
- **Retention:** We retain data as long as your account is active. Upon termination, we will delete or return data as outlined in our Terms of Service.

6. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the new policy on our website, a message to your registered email address, and updating the "Last Updated" date on this document.