Shiplo - Privacy Policy

Last updated: July 20 2025

Effective date: July 20 2025

1. Who We Are Shiplo ("we", "our", "us") provides a platform that lets users build "Operators" — AI-powered workflows that control web browsers and desktop apps to perform tasks automatically.
2. Scope This Policy explains how we collect, use, store, share, and protect personal information when you: • visit tryshiplo.com (including any sub-domain) or use our desktop client; • create, edit, or run Operators; and • interact with us via email, support chat, or social media.
3. What We Collect & Why We collect the following categories of personal data and use them for the reasons set out below:

• Account data – your email address, optional display name and Supabase authentication tokens. We need these to create and secure your account, keep you signed in across devices and protect the Service. Our legal basis is the performance of our contract with you, plus our legitimate interest in safeguarding Shiplo.

• Operator inputs – the goals, prompts, schedules and any third-party credentials you supply. We process these inputs solely to execute the tasks you design. Legal basis: contract.

• Content processed while an Operator runs – pages visited, form values typed and files handled by your workflow. We must handle this content to deliver the automation you request. Legal basis: contract.

• Usage analytics – technical events such as clicks, session length, error reports and coarse IP-based location. We analyse these data points to improve performance, debug issues and plan new features. Legal basis: our legitimate interest in running and improving the Service.

• Marketing opt-ins – your email address or social handle when you actively subscribe. We use them to send product updates, beta invitations and similar communications. Legal basis: your consent.

"Contract" means the processing is necessary to provide the service you requested.

4. Retention We keep account data while your account is active. If you delete your account, we purge or irreversibly anonymise personal data within 30 days. Server logs and analytics are retained for 12 months, then aggregated or deleted.
5. How We Process Operator Data • Browser actions are streamed through our secure controller and executed locally in your session unless you explicitly enable cloud-run. •

Site credentials are AES-256 encrypted at rest via Supabase's managed KMS and sent to target sites only at runtime. • Transient API calls to LLM providers (e.g., OpenAI, Anthropic) are covered by those providers' data-usage terms.

6. Cookies & Similar Tech • Essential cookies keep you logged in and route traffic; they cannot be refused. • Analytics cookies (Plausible) run only if you opt-in on the cookie banner; you can reject them at any time in the banner or settings.

7. Sharing & Sub-Processors We share data only with: • Infrastructure vendors (Supabase, Vercel, Fly.io); • LLM/AI providers you enable in settings; • Payment processor (when paid plans launch); and • Legal authorities where required to comply with law or defend our rights.

All vendors sign Data Processing Agreements and follow SOC 2 or ISO 27001 controls. Sub-processor updates: we will post any new sub-processor at tryshiplo.com/legal/sub-processors at least 15 days before they gain access. You may object by emailing privacy@tryshiplo.com during that window.

8. International Transfers Servers are located in the United States and EU. Transfers are covered by the EU Standard Contractual Clauses and UK Addendum (where applicable).

9. Security & Breach Notification • End-to-end TLS 1.3 in transit; • AES-256 encryption at rest for databases and credential vault; • Role-based access; all staff use hardware security keys; and • Annual penetration tests and continuous dependency scanning. If we detect a security breach affecting personal data, we will notify affected users and regulators (where required) within 72 hours.

10. Your Rights & How to Exercise Them Depending on your region, you can: • access, correct, or delete personal data; • export a copy (portable JSON); • object to processing or withdraw consent; and • lodge a complaint with a data-protection authority.

Verification: we verify all requests via a signed Shiplo login or a confirmation link sent to the email associated with your account. Email ani@tryshiplo.com from the address linked to your account. We respond within 30 days.

11. Automated Decision-Making Shiplo does not make automated decisions with legal or similarly significant effects on you. Operators act only on instructions you explicitly provide.

12. California Privacy Notice We do not "sell" or "share" personal information as defined by the California Consumer Privacy Act (CCPA/CPRA), nor do we use personal information for cross-context behavioural advertising. California residents may exercise the rights listed in §10 via the methods described there.

13. Children Shiplo is not directed to children under 13 world-wide or 16 in the EU. We do not knowingly collect their data. If you believe a child has used Shiplo, contact us and we will delete the data.

14. Changes We will post any future changes on this page and email you if they are material. Continued use of the Service after the effective date means you accept the revised Policy.

15. Contact Questions? anirudhkuppili@gmail.com