

Privacy Policy

Last Updated: October 30, 2024

1. Introduction

DoorToDoor ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our door-to-door marketing services, website, and related services (collectively, the "Services").

2. Information We Collect

2.1 Information You Provide

We collect information that you voluntarily provide to us, including:

- Business contact information (name, email, phone number)
- Billing information and payment details
- Marketing campaign preferences and requirements
- Target area specifications and demographic preferences
- Communication history with our team
- Account credentials and preferences

2.2 Information Automatically Collected

When you use our website, we automatically collect:

- IP addresses and device identifiers
- Browser type and operating system
- Pages visited and time spent
- Referral sources and exit pages
- Campaign tracking data and analytics
- Cookie data and similar technologies

2.3 Campaign Analytics

We collect data related to your marketing campaigns, including:

- Distribution completion rates
- Coupon redemption tracking
- QR code scan analytics

- Geographic delivery data
- Campaign performance metrics

3. How We Use Your Information

3.1 Primary Uses

We use your information to:

- Process and fulfill your marketing campaigns
- Manage your account and provide customer support
- Send important service updates and notifications
- Process payments and maintain billing records
- Generate campaign analytics and performance reports
- Improve our services and develop new features

3.2 Communications

We may use your information to:

- Send campaign status updates
- Provide delivery confirmations
- Share promotional offers and news
- Respond to your inquiries
- Send service-related announcements

4. Information Sharing and Disclosure

4.1 Service Providers

We may share information with trusted third parties who assist us in:

- Payment processing and billing
- Distribution and delivery services
- Printing and production
- Analytics and tracking services
- Customer support systems

4.2 Legal Requirements

We may disclose information if required to:

- Comply with legal obligations

- Protect our rights and property
- Prevent fraud or abuse
- Respond to law enforcement requests
- Address security or technical issues

5. Data Security

5.1 Security Measures

We implement appropriate security measures to protect your information:

- Encryption of sensitive data
- Secure server infrastructure
- Regular security assessments
- Access controls and authentication
- Employee training and confidentiality agreements

5.2 Data Retention

We retain your information for as long as:

- Your account is active
- Needed to provide our services
- Required by law
- Necessary for legitimate business purposes

6. Your Privacy Rights

6.1 Access and Control

You have the right to:

- Access your personal information
- Correct inaccurate data
- Request deletion of your data
- Opt-out of marketing communications
- Export your data
- Withdraw consent

6.2 Cookie Preferences

You can manage cookie preferences through:

- Browser settings
- Our cookie preference center
- Third-party opt-out mechanisms

7. Children's Privacy

We do not knowingly collect or solicit information from anyone under 18 years of age. If we learn that we have collected personal information from a minor, we will delete that information.

8. International Data Transfers

While we primarily operate in the Austin, TX area, your information may be transferred to and processed in other countries. We ensure appropriate safeguards are in place for such transfers.

9. Changes to This Policy

9.1 Updates

We may update this Privacy Policy periodically. We will notify you of any material changes by:

- Posting the new policy on our website
- Sending an email notification
- Displaying a notice in your account

9.2 Continued Use

Your continued use of our Services after changes to this Policy constitutes acceptance of the updated terms.

10. California Privacy Rights

California residents may have additional rights under the CCPA, including:

- Right to know what personal information is collected
- Right to delete personal information
- Right to opt-out of the sale of personal information
- Right to non-discrimination for exercising these rights

11. Contact Information

If you have questions about this Privacy Policy or our privacy practices, please contact us at:

- Privacy Officer
- Email: privacy@hangdoortodoor.com
- Phone: (650) 690-2765
- Address: 1940 West Riverstone Dr., Coeur d'Alene, ID, 83814

12. Additional Rights and Information

12.1 Marketing Choices

You can control marketing communications by:

- Adjusting account settings
- Clicking unsubscribe links in emails
- Contacting our support team

12.2 Third-Party Links

Our website may contain links to other sites. We are not responsible for the privacy practices of third-party sites.

12.3 Do Not Track

We honor Do Not Track signals and do not track, plant cookies, or use advertising when a Do Not Track browser mechanism is in place.