

# Privacy Policy — Sotagle

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*Last updated: June 2025*

## Data We Collect

### Account Data

- Internal account identifiers (User ID)
- Contact information (email) for service and support
- We do not require users to use their real names.

### Marketplace & Platform Data

If users connect marketplace or third-party platform accounts, we may access and process:

- Store and seller account information
- Product data, pricing, stock, and variations
- Promotion, voucher, and campaign data
- Order, shipping, and return data
- Customer communication data (chats and related metadata)

### Technical Data

- IP addresses, system logs, and device/browser information for security and service improvement

## Purpose of Data Use

- Provide automation, analytics, and AI features
- Synchronize data from marketplaces and third-party platforms
- Generate business reports and insights
- Improve system performance, security, and stability

## Use of Third-Party Tools and Services

To support operations, analytics, AI processing, and feature development, Sotagle may use third-party tools and services including analytics, data processing, AI services, and infrastructure/monitoring services. Data processed through third parties is limited to service requirements and is not sold.

## Data Sharing

- We do not sell user data.
- Data may only be shared with trusted third parties solely to operate the services, in accordance with each party's respective policies.

## **Data Retention and Deletion**

Data is stored as long as the account is active or as needed to provide services. Users may request data deletion through official contact channels.

## **User Rights**

- Access their data
- Request correction or deletion of their data
- Stop using the services at any time

## **Contact**

For privacy-related questions, please contact: **[support@sotagle.com](mailto:support@sotagle.com)**