

SKYCASTLE

PRIVACY POLICY

Effective Date: July 1, 2026

Skycastle (“we,” “our,” or “us”) is deeply committed to protecting the privacy and security of the personal information entrusted to us. Skycastle operates as an independent digital services firm based in Mexico City, Mexico, utilizing globally distributed, industry-leading infrastructure partners located in the United States (including Microsoft, Google, Wix.com, GoDaddy, and Stripe) to deliver our services.

This cross-border operational framework allows us to leverage world-class security tools and automated infrastructure efficiently, ensuring premium, secure, and scalable digital systems for our clients while passing operational cost-savings directly to you. We design our data processing practices to comply with applicable data protection guidelines of the United States and Mexico, alongside recognized international best practices for cross-border data handling.

1. Our Commitment to Your Privacy

Your privacy is a core priority. We are committed to safeguarding your personal data, enforce a strict policy never to sell your data to third parties, and will never distribute your business information without explicit authorization or contractual necessity. This policy outlines what information we collect, how it is processed, and the measures we employ to secure it

2. Information We Collect

We may collect and process the following categories of personal information depending on your interactions with our website and checkout flows:

- **Identifiers:** Name, email address, physical address, and telephone number.
- **Commercial Information:** Business entity name, industry parameters, project assets, and Tax IDs or business registration data submitted for cross-border transactional verification.
- **Payment & Transaction Data:** Financial payment details, credit card metadata, or billing records processed exclusively through our secure payment gateway partner, Stripe.
- **Network & Technical Activity:** IP addresses, browser configurations, device profiles, cookie identifiers, and analytical usage data regarding your interactions with our web infrastructure.
- **Communications Data:** Detailed inputs, system inquiries, support tickets, design direction data, and messages submitted via our digital intake forms or corporate email.

3. How We Use Your Information

We process personal data strictly for legitimate, defined business operations, including:

- Provisioning, designing, engineering, and executing the Complete Skycastle System.
- Managing client relationships, executing project onboarding workflows, and answering support inquiries.
- Processing upfront transactions, verifying international card parameters, and issuing global transaction fee reimbursements.
- Analyzing website interaction metrics to optimize system speeds, technical layouts, and user experiences.
- Enforcing our client agreements, mitigating cyber risks, and preventing fraudulent or illegal activities on our platforms.

4. Data Sharing & Third-Party Integrations

We do not sell, rent, or lease client data to marketing conglomerates or outside data brokers. To deliver a fully automated system, data is shared exclusively with highly secure third-party service providers essential to our operations, including:

- **Payment Ecosystems:** Stripe (for encrypted payment processing).
- **Digital Infrastructure Providers:** Wix.com and GoDaddy (for custom web hosting architecture and domain provisioning).
- **Enterprise Collaboration Systems:** Microsoft 365 and Google Workspace (for secure cloud databases, intake management, and email communication).
- **Analytics Engines:** Google Analytics (to evaluate web infrastructure traffic metrics).

These technical partners process your data strictly under confidentiality mandates and are prohibited from utilizing your personal information for their own independent marketing or commercial purposes

5. Data Security Practices

Skycastle maintains rigorous technical defenses to prevent unauthorized access, alteration, or exposure of your business data:

- **Encrypted Environments:** We process and store all operational assets, client credentials, and business metrics within highly secure, encrypted cloud environments managed via Google Drive and Microsoft enterprise systems.
- **Zero-Physical-Storage Mandate:** Skycastle enforces a strict zero-physical-storage policy. To mitigate data loss or physical hardware vulnerability, local physical storage drives are strictly prohibited within our administrative operations.
- **Access Limitations:** Internal access to client metadata and technical assets is restricted strictly to authorized engineering personnel and protected universally by Multi-Factor Authentication (MFA/2FA).

6. International Data Transfers

Because Skycastle operates internationally, personal information collected from users outside of Mexico will be transferred across international borders for processing and storage within the United States and other global nodes

maintained by Microsoft, Google, and Wix. By interacting with our platform, you acknowledge and consent to these cross-border data flows. We rely on our enterprise sub-processors to maintain rigorous data transmission frameworks that meet or exceed standard international data protection criteria.

7. Data Retention

We retain your personal data only for the duration necessary to satisfy the specific business purposes outlined in this Privacy Policy, including any ongoing technical support windows, legal compliance tracking, tax reporting, or dispute resolution requirements. Once data is no longer operationally required, it is securely purged or permanently anonymized.

8. Cookies & Tracking Technologies

We utilize digital cookies and tracking pixels to monitor platform performance and personalize user flows. These include:

- **Essential Cookies:** Required for core website security, infrastructure routing, and checkout processing.
- **Performance & Analytics Cookies:** Deployed to help us evaluate traffic patterns and isolate rendering bugs.
- **Marketing Cookies:** Used to serve relevant platform announcements or promotions (active only where authorized).

You maintain complete control over cookie variables and may alter your preferences, block tracking mechanisms, or purge cookie histories directly within your individual web browser settings.

9. Your Global Rights & Choices

Regardless of your geographic location, Skycastle respects your right to control your personal information. You may exercise the following capabilities at any time:

- **Access & Portability:** Request a comprehensive breakdown or copy of the personal data we hold regarding your business profile.
- **Correction:** Request immediate updates or modifications to inaccurate or incomplete data parameters.
- **Erasure:** Request the deletion of your personal history from our active business archives, provided no overriding legal, financial, or contractual obligations mandate retention.
- **Opt-Out:** Instantly revoke your consent to marketing communications by clicking the "unsubscribe" links embedded in our distributions.

To submit a formal request, contact our security desk at help@skycastlehq.com. We prioritize all privacy interactions and aim to complete identity verification and fulfill valid inquiries within 24 to 48 hours.

10. Client End-User Data Disclaimer (System Architecture)

Skycastle designs, builds, and deploys custom digital frameworks, automated booking systems, and financial gateways for independent small businesses. Once a custom deployment is handed over to a Client, that Client operates as the independent Data Controller for any information collected from *their* respective end-users or

consumers. Skycastle does not control, access, or maintain legal liability for data captured, processed, or managed by our clients on the systems we engineer. End-users interacting with a website built by Skycastle must consult the individual privacy policies of that specific business owner.

11. Children's Privacy

Our digital platform and system deployment packages are designed strictly for adult business operators and professional entities. Skycastle does not knowingly market to or collect personal information from individuals under the age of thirteen (13). If we discover that an under-13 user has provided personal details through our intake funnels, we will delete that data immediately.

12. Changes to this Privacy Policy

We reserve the right to update this Privacy Policy to reflect changing operational configurations, new system modules, or shifted legislative updates. Any material modifications will be clearly updated on this webpage with a revised effective date. We encourage users to periodically audit this document to stay fully informed of our protective measures.

13. Contact Information

For clear inquiries, policy feedback, or to exercise your individual data options, please contact us directly via email: help@skycastlehq.com