

## Privacy Policy for [18ops.com](https://18ops.com)

**Effective Date:** May 12, 2026

**Last Updated:** May 12, 2026

### 1. Introduction

Welcome to [18ops.com](https://18ops.com) ("we," "our," or "us"). We respect your privacy and are committed to protecting your personal data. This privacy policy explains how we collect, use, disclose, and safeguard your information when you visit our website or use our mobile applications.

#### Contact Information:

- Email: [support@18ops.com](mailto:support@18ops.com)
- Website: [18ops.com](https://18ops.com)

Please read this policy carefully. If you do not agree with its terms, please do not access or use our services.

### 2. Information We Collect

We may collect the following types of information:

#### Personal Data You Provide

- **Account Information:** Name, email address, password, profile details
- **Contact Information:** Email address ([support@18ops.com](mailto:support@18ops.com) is our official contact point)
- **Payment Information:** Billing details, payment method information (processed by third-party payment processors)
- **Communication Data:** Messages you send to [support@18ops.com](mailto:support@18ops.com), feedback, support requests

#### Automatically Collected Information

- **Usage Data:** IP address, browser type, device information, pages visited, time spent on pages
- **Cookies and Tracking Technologies:** We use cookies to enhance functionality and analyze traffic

#### Mobile App Specific Data

- Device identifiers, push notification tokens, app version data

- Location data (only if you grant explicit permission)

### 3. How We Use Your Information

We use your information to:

Purpose	Legal Basis
Provide and maintain our services	Contract performance
Process transactions and send confirmations	Contract performance
Respond to inquiries sent to support@18ops.com	Legitimate interest
Improve, personalize, and develop our services	Legitimate interest
Send technical notices, security alerts, and support messages	Legal obligation
Prevent fraud and ensure security	Legitimate interest
Comply with legal obligations	Legal obligation

### 4. How We Share Your Information

We do not sell your personal data. We may share information in these circumstances:

- **Service Providers:** Cloudflare (hosting and CDN), database providers, email service providers, payment processors
- **Legal Requirements:** To comply with laws, regulations, legal processes, or government requests
- **Business Transfers:** In connection with a merger, acquisition, or sale of assets
- **With Your Consent:** When you have given explicit permission

### 5. Data Security

We implement appropriate technical and organizational security measures, including:

- **Encryption:** Data encrypted in transit (TLS/SSL) and at rest
- **Access Controls:** Restricted access to personal data on a need-to-know basis
- **Regular Audits:** Security assessments and vulnerability scanning

**⚠ Important Note:** While we strive to protect your data, no transmission over the internet is 100% secure. You use our services at your own risk.

## 6. Data Retention

We retain your personal data only as long as necessary to:

- Provide you with our services
- Comply with legal obligations (e.g., tax, accounting, or regulatory requirements)
- Resolve disputes and enforce agreements

### Default retention periods:

- Account data: Until you delete your account
- Support emails (support@18ops.com): 24 months from last contact
- Usage logs: 30 days (aggregated thereafter)

## 7. Your Privacy Rights

Depending on your location (e.g., EU, UK, California), you may have the following rights:

Right	Description
<b>Access</b>	Request a copy of your personal data
<b>Rectification</b>	Correct inaccurate or incomplete data
<b>Erasure</b>	Request deletion of your data ("right to be forgotten")
<b>Restriction</b>	Limit how we use your data
<b>Portability</b>	Receive your data in a structured, machine-readable format
<b>Objection</b>	Object to certain data processing (e.g., marketing)

Right	Description
<b>Withdraw Consent</b>	Withdraw previously given consent

**To exercise these rights:** Contact us at support@18ops.com with "Privacy Request" in the subject line. We will respond within 30 days.

## 8. Cookies and Tracking Technologies

We use the following types of cookies:

Type	Purpose
<b>Essential Cookies</b>	Required for website functionality (cannot be disabled)
<b>Analytics Cookies</b>	Understand how visitors interact with our site
<b>Preference Cookies</b>	Remember your settings and preferences

You can control cookies through your browser settings. Disabling certain cookies may affect website functionality.

## 9. Third-Party Links

Our website and mobile apps may contain links to third-party websites, plugins, or applications. Clicking those links may allow third parties to collect or share your data. We do not control these third-party sites and are not responsible for their privacy practices. Please read their privacy policies before providing any data.

## 10. Children's Privacy

Our services are not directed to children under the age of **16**. We do not knowingly collect personal data from children. If you believe a child has provided us with personal data, please contact support@18ops.com, and we will delete the information.

## 11. International Data Transfers

Your information may be transferred to and processed in countries other than your own. We use Cloudflare's global network, which operates servers worldwide. When transferring data internationally, we rely on:

- Standard Contractual Clauses (SCCs) approved by the European Commission
- Cloudflare's GDPR-compliant data processing terms
- Other lawful transfer mechanisms as applicable

## **12. Changes to This Privacy Policy**

We may update this privacy policy periodically. The "Last Updated" date at the top indicates when changes were made. **Material changes** will be notified via:

- Email to your registered address
- A prominent notice on our website or mobile app
- Other reasonable means

Continued use of our services after changes constitutes acceptance of the updated policy.

## **13. Specific Jurisdiction Disclosures**

### **For California Residents (CCPA/CPRA)**

You have the right to:

- Know what personal data we collect and how it is used
- Request deletion of your personal data
- Opt out of the "sale" of personal data (we do not sell data)
- Non-discrimination for exercising your rights

To submit a request, contact [support@18ops.com](mailto:support@18ops.com) with "California Privacy Request" in the subject line.

### **For EU/UK Residents (GDPR)**

Our legal bases for processing are listed in Section 3. You have the rights listed in Section 7. To lodge a complaint, you may contact your local supervisory authority.

## **14. Contact Information**

For any questions, concerns, or requests regarding this privacy policy or our data practices:

**Email:** support@18ops.com

**Response Time:** We aim to respond within 5 business days (30 days maximum as required by law)

Please include:

- Your name and email address associated with your account
- A clear description of your request or concern
- Any relevant reference numbers (if applicable)