AX Billing Portal Privacy Notice

- Version: v1.0.1
- Effective date: September 24, 2026
- Applies to: the Billing Portal at https://billing.tecace.com and the billing emails sent from it

1. WHO WE ARE AND WHAT THIS NOTICE COVERS

This notice explains how TecAce Software, Ltd ("Company", "we", "us", or "our") handles personal information in the Billing Portal and the billing and payment services described in the Billing Portal Terms of Use (the "Service").
It covers people who use the Billing Portal on behalf of a customer account, and the billing contacts on those accounts.

It does not cover the products and services you purchase from Company.
Those are governed by your order, master services agreement, or other written agreement with Company.
It also does not cover TecAce websites other than the Billing Portal.

2. INFORMATION WE COLLECT

Account and contact information.
The customer's company name, billing address, tax ID if provided, the billing email address, the addresses copied on billing emails, and the email address of each person given access to the Billing Portal.
Company staff enter this information; the Billing Portal does not ask you for it.

Billing information.
Invoices, credit notes, payments, refunds, orders, and contracts for the customer account.

Payment method information.
You enter card and bank account details directly into a form provided by Stripe, Inc. (the "Payment Processor").
Full card numbers and bank account numbers go to the Payment Processor and are not stored by Company.
We receive and display a description of each saved payment method, such as the card brand or bank name, the last four digits, and the card's expiry date.

Sign-in information.
When you ask for a sign-in code, we send a one-time code to the email address you entered.
We store only a scrambled (hashed) form of the code, and it expires after 10 minutes.

Records of agreement.
When you agree to a document or confirm an order: the document's version and a cryptographic hash of its contents, the order as it was displayed, the automatic payment authorization wording, the time, your email address, your IP address, and your browser's user agent.

Access records.
Each attempt to access the Billing Portal, including unsuccessful attempts: the time, the email address entered, the IP address, the browser's user agent, and the result.

3. HOW WE USE INFORMATION

We use the information above to:

- let authorized people sign in and see their account's billing information;
- issue invoices, collect payments by the method you registered, and issue refunds and credit notes;
- send sign-in codes, order confirmations, receipts, and other billing emails;
- keep evidence of what was agreed, by whom, and when;
- protect the Billing Portal against unauthorized access and investigate misuse;
- meet legal, tax, and accounting obligations.

We do not sell personal information, and we do not use Billing Portal information for advertising.

4. SERVICE PROVIDERS

We share information with service providers only as needed to run the Service:

- Stripe, Inc.: payment processing, invoices, receipts, and saved payment methods;
- Supabase, Inc.: database and document storage;
- Vercel Inc.: hosting of the Billing Portal;
- Resend (Plus Five Five, Inc.): delivery of sign-in codes and order confirmation emails.

The Payment Processor handles payment information under its own privacy policy, available at https://stripe.com/privacy.

We may also disclose information when required by law, to protect our rights, or as part of a merger, acquisition, or sale of assets.

5. COOKIES AND BROWSER STORAGE

The Billing Portal uses only what it needs to work:

- a session cookie that keeps you signed in, for up to 14 days;
- a cookie that remembers the language you chose, for up to one year;
- browser storage that remembers light or dark display.

The Billing Portal does not use advertising or analytics cookies.

6. RETENTION

Records of agreement and order records are kept for as long as the customer relationship lasts and for as long afterwards as needed to resolve disputes and meet legal obligations.
They are not edited or deleted after they are made.
Billing records are kept for the periods required by tax and accounting law.
Expired sign-in codes and access records are kept for a limited period for security purposes.

7. SECURITY

Access to the Billing Portal is limited to email addresses Company has registered to a customer account.
Each account's information is separated at the database level so that one customer cannot see another's.
Information is encrypted in transit.

No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

8. YOUR CHOICES AND RIGHTS

You may ask us to correct account or contact information, or to remove a person's access to the Billing Portal.
Depending on where you live, you may have rights to access, correct, or delete personal information about you.
Some information, such as records of agreement and billing records, may need to be kept even after such a request, for the reasons in Section 6.

9. INTERNATIONAL TRANSFERS

Company and its service providers may process information in the United States and in other countries where they operate.

10. CHANGES TO THIS NOTICE

We may update this notice.
The version and effective date at the top show which version applies.
When a change requires your agreement, you will be asked to agree to the new version before continuing to use the Billing Portal.

11. CONTACT

For questions about this notice or to make a request, please contact us at:

contact@tecace.com