

# Privacy Policy

A Seat Awaits

Last updated: March 17, 2026

## 1. Introduction

Heart Line Solutions LLC, a LLC (d/b/a "A Seat Awaits", "Company", "we", "us", or "our") operates the A Seat Awaits event seating management platform (the "Service").

Registered address: 5900 Balcones Drive STE 100, Austin, Travis County, TX 78731 US

Email: support@aseatawaits.com

Mailing address: 5900 Balcones Drive Ste 100, Austin, TX 78731 US

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our Service. By accessing or using the Service, you consent to the practices described in this Privacy Policy. If you do not agree with this Privacy Policy, please do not use the Service.

## 2. Scope and Application

This Privacy Policy applies to all information collected through our Service, including our website, mobile applications, and any related services.

This Policy does not apply to information collected by third parties, including through any third-party websites, applications, or content (including advertising) that may link to or be accessible from the Service. We are not responsible for the privacy practices of these third parties.

## 3. Information We Collect

We collect several types of information from and about users of our Service:

### A. INFORMATION YOU PROVIDE DIRECTLY

- Account Registration: name, email address, password, and optional profile information.
- Event Data: event names, dates, venues, floor plans, table layouts, seating arrangements, and related planning information.
- Guest Information: guest names, contact information, group affiliations, dietary preferences, special requirements, and notes that you enter or upload.
- Payment Information: billing name, address, and payment details processed securely through our third-party payment processor (Stripe). We do not store complete credit card numbers.
- Communications: messages, emails, and other correspondence you send to us.
- Uploaded Files: CSV files, Excel spreadsheets, Word documents, and other files you upload for guest list import.

### B. INFORMATION COLLECTED AUTOMATICALLY

- Usage Data: information about how you access and use the Service, including pages viewed, features used, time spent, and interaction patterns.
- Device Information: device type, operating system, browser type and version, unique device identifiers, and mobile network information.

- Log Data: IP address, access times, error logs, and diagnostic information.
- Session Recordings: for paid subscribers and event collaborators with edit permissions, we may record session replays using LogRocket for debugging, customer support, and user experience improvement. Session recordings capture screen activity, interactions, console logs, and network activity but exclude masked fields like passwords and credit card inputs.
- Cookies and Tracking: we use cookies, web beacons, and similar tracking technologies to collect information about your browsing activities. You can control cookie preferences through your browser settings.

### C. INFORMATION FROM THIRD-PARTY SOURCES

- Authentication Services: if you sign up or log in using a third-party service, we may receive basic profile information.
- Payment Processors: payment confirmation, subscription status, and billing events from Stripe.
- AI Processing Services: when you use AI-assisted features, data is processed through Vercel AI and subject to their privacy policies.

## 4. Guest List Data You Upload

The Service is specifically designed for event planning and seating management. You may upload or enter personal information about your event guests, including names, contact information, dietary restrictions, and other details.

### IMPORTANT NOTE ABOUT SENSITIVE DATA:

#### A. DIETARY PREFERENCES:

Dietary preferences and restrictions may reveal information about health conditions, religious beliefs, or other sensitive personal data. By entering or uploading dietary information, you consent to our processing of this potentially sensitive data solely for the purpose of event planning and seating management. You acknowledge that you are responsible for obtaining appropriate consent from your guests before providing their dietary information to us.

#### B. CHILDREN'S INFORMATION (UNDER 13):

Under various privacy laws (including COPPA, TDPESA, GDPR), personal data from children under 13 years of age is considered sensitive data requiring special handling. We understand that many events (weddings, birthday parties, family reunions) include children as guests.

By uploading or entering guest information that includes children under 13, you:

- Represent and warrant that you are the parent or legal guardian of any child under 13 whose information you provide, OR you have obtained verifiable parental consent from the child's parent or legal guardian to collect and share the child's information with us for event planning purposes;
- Consent to our processing of children's personal data (limited to name and seating assignment) solely for event planning and seating management;
- Acknowledge that you are responsible for obtaining and maintaining proof of parental consent as required by applicable law;
- Agree to immediately notify us if a parent withdraws consent for a child's data to be processed.

We limit the collection of children's data to the minimum necessary for event planning: typically just the child's

first name (or first and last name) and table assignment. We do NOT knowingly collect email addresses, phone numbers, dietary information, or other detailed personal information from children under 13 unless you are the parent/guardian or have explicit parental consent.

Parents and guardians have the right to review, request deletion of, and refuse further collection of their child's personal information by contacting us at [support@aseatawaits.com](mailto:support@aseatawaits.com).

#### IMPORTANT RESPONSIBILITIES:

- You represent and warrant that you have all necessary rights, consents, and permissions to collect, use, and share the guest data you upload to our Service.
- You are responsible for obtaining any required consent from your guests (including parental consent for children under 13) before uploading their personal information.
- You must comply with all applicable data protection laws regarding the guest data you control.
- You may upload the names of guests under the age of 13 solely for seating arrangement purposes, provided you are the parent/guardian or have obtained verifiable parental consent.
- Do NOT upload highly sensitive personal information such as Social Security numbers, government-issued ID numbers, financial account numbers, credit card information, medical records, detailed health information, precise geolocation data, genetic or biometric data.

As between you and us, you retain all ownership rights to your guest data. We process guest data solely as a service provider on your behalf and in accordance with your instructions through the Service.

## 5. How We Use Your Information

We use the information we collect for the following purposes:

### A. SERVICE PROVISION AND OPERATIONS

- Create, maintain, and authenticate your account.
- Provide core features including event creation, floor plan design, guest management, seating assignments, and data export.
- Enable collaboration features and manage access permissions.
- Generate QR codes and public sharing links for seating charts.
- Process and fulfill your transactions and subscription plans.
- Send service-related communications, including account verification, password resets, billing notifications, and important updates.

### B. AI-ASSISTED FEATURES

- Process uploaded guest lists through AI algorithms to extract, clean, and format guest names and information.
- Improve the accuracy of data import and recognition.

### C. CUSTOMER SUPPORT AND COMMUNICATION

- Respond to your requests, questions, and feedback.
- Provide technical support and troubleshooting.
- Analyze session recordings (for paid users) to diagnose issues and improve support quality.

#### D. SECURITY AND FRAUD PREVENTION

- Monitor and analyze usage patterns to detect and prevent fraud, abuse, and security threats.
- Enforce our Terms of Service and other policies.
- Protect the rights, property, and safety of our company, users, and the public.

#### E. IMPROVEMENT AND DEVELOPMENT

- Analyze usage trends to improve Service functionality and user experience.
- Develop new features and offerings.
- Conduct research and analytics using de-identified or aggregated data.
- Test and optimize performance.

#### F. LEGAL AND COMPLIANCE

- Comply with applicable laws, regulations, legal processes, and law enforcement requests.
- Maintain records for accounting, auditing, and legal purposes.
- Exercise or defend legal claims.

### **6. How We Share Your Information**

We do not sell, rent, or trade your personal information. We may share your information in the following circumstances:

#### A. SERVICE PROVIDERS AND BUSINESS PARTNERS

We share information with trusted third-party service providers who perform services on our behalf, including:

- Cloud hosting and storage (Supabase, Vercel)
- Payment processing (Stripe)
- Email delivery (Resend)
- AI processing (Vercel AI)
- Session recording and analytics (LogRocket, for paid subscribers only)
- Customer support and communication tools

These service providers are contractually obligated to use your information only as necessary to provide services to us and are prohibited from using or disclosing your information for any other purpose.

#### B. COLLABORATION AND SHARING FEATURES

- Event Collaborators: when you invite others to collaborate on an event, they will have access to event data according to the permissions you grant (owner, editor, or viewer roles).
- Public Links and QR Codes: if you generate a public sharing link or QR code, anyone with that link can view the specific seating information you have chosen to share. You are responsible for controlling distribution of these links.

#### C. BUSINESS TRANSFERS

If we are involved in a merger, acquisition, asset sale, bankruptcy, or other business transaction, your information may be transferred as part of that transaction. We will provide notice before your information is transferred and becomes subject to a different privacy policy.

#### D. LEGAL REQUIREMENTS AND PROTECTION

We may disclose your information when we believe in good faith that disclosure is necessary to:

- Comply with applicable laws, regulations, legal processes, or enforceable governmental requests.
- Enforce our Terms of Service, including investigation of potential violations.
- Detect, prevent, or address fraud, security, or technical issues.
- Protect against harm to the rights, property, or safety of our company, our users, or the public as required or permitted by law.

#### E. WITH YOUR CONSENT

We may share information for any other purpose disclosed to you with your consent.

#### F. AGGREGATED OR DE-IDENTIFIED DATA

We may share aggregated or de-identified information that cannot reasonably be used to identify you, for research, analytics, marketing, or other purposes.

### **7. AI Processing and Third-Party AI Services**

When you use our AI-assisted guest import feature, the data you submit for processing (such as uploaded guest lists, names, and related information) is transmitted to and processed by Vercel AI and its underlying AI providers.

#### IMPORTANT CONSIDERATIONS:

- AI processing is subject to Vercel AI's privacy policies and data handling practices. We use Vercel AI services under their business terms, which include data processing agreements.
- AI-generated outputs may contain errors or inaccuracies. You are solely responsible for reviewing and verifying all AI-processed results before relying on them.
- We recommend not uploading highly sensitive information for AI processing.
- You can choose not to use AI-assisted features and manually input data instead.

We implement technical safeguards and contractual protections to ensure AI providers handle your data securely and in compliance with applicable data protection requirements.

### **8. Session Recording and Analytics**

For users on paid subscription plans (Essentials, Signature, Elite) and event collaborators with editor or owner permissions, we use LogRocket to record user sessions for the following purposes:

- Debugging technical issues and errors.
- Providing more effective customer support.
- Improving user experience and interface design.
- Identifying and resolving performance issues.

Session recordings capture:

- Screen activity and interactions (clicks, navigation, scrolling)
- Console logs and error messages
- Network requests and responses

Session recordings do NOT capture:

- Password fields

- Credit card inputs
- Other fields specifically marked as sensitive

Session recording is limited to paid subscribers and authorized collaborators. Free tier users are not subject to session recording. Session recordings are retained according to our data retention policy and are accessible only to authorized personnel for the purposes stated above.

## **9. Data Retention and Deletion**

We retain your information for as long as necessary to provide the Service and fulfill the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by law.

### **RETENTION PERIODS:**

- Account Data: retained while your account is active and for up to 30 days after account deletion to allow for data recovery and export.
- Event and Guest Data: retained while your account is active and for up to 30 days after deletion or account termination. After 30 days, data is permanently deleted from active systems.
- Backups: deleted data may persist in encrypted backups for up to 90 days before being automatically overwritten, after which recovery is not possible.
- Payment Records: retained for 7 years to comply with tax, accounting, and legal requirements.
- Session Recordings: retained for up to 90 days unless required longer for specific support issues.
- Log Files: typically retained for 30-90 days unless required for security investigations.

### **ACCOUNT DELETION:**

You may delete your account at any time through account settings or by contacting support@aseatawaits.com. Upon deletion, we will:

- Immediately disable your account access.
- Provide a 30-day grace period during which you can export your data or request account restoration.
- Permanently delete your account and associated data after the grace period expires.

Some information may be retained as required by law, to prevent fraud, resolve disputes, enforce our agreements, or for legitimate business purposes such as maintaining financial records.

## **10. Data Security**

We implement and maintain reasonable administrative, technical, and physical security measures designed to protect your information against unauthorized access, loss, destruction, or alteration. These measures include:

### **TECHNICAL SAFEGUARDS:**

- Industry-standard encryption for data in transit (TLS/SSL) and at rest.
- Secure authentication mechanisms including password hashing and verification.
- Regular security monitoring and vulnerability assessments.
- Firewall protection and network security controls.
- Regular security updates and patches.

### **ADMINISTRATIVE SAFEGUARDS:**

- Access controls limiting information access to authorized personnel who need it to perform their job functions.

- Employee training on privacy and security practices.
- Confidentiality agreements with employees and contractors.
- Incident response procedures.

#### THIRD-PARTY SECURITY:

- We use reputable third-party service providers that maintain strong security practices and certifications.
- Payment information is processed by PCI-DSS compliant payment processors.

#### IMPORTANT LIMITATIONS:

No method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee absolute security. You acknowledge and accept the inherent security risks of internet use and electronic data transmission.

#### YOUR RESPONSIBILITIES:

- Choose a strong, unique password and keep it confidential.
- Do not share your account credentials.
- Log out after using shared or public computers.
- Notify us immediately of any unauthorized access or security breach at [support@aseatawaits.com](mailto:support@aseatawaits.com).

## 11. Your Privacy Rights and Choices

Depending on your location and applicable law, you may have certain rights regarding your personal information. For specific state privacy rights, see:

- Section 14 for European users (GDPR)
- Section 15 for California residents (CCPA/CPRA)
- Section 16 for Texas residents (TDPSA)

#### GENERAL RIGHTS AVAILABLE TO ALL USERS:

##### A. ACCESS AND PORTABILITY

You have the right to access the personal information we hold about you. You can view and update most account information directly through your account settings. You can export your event and guest data in CSV or Excel format through the Service, which provides data portability.

##### B. CORRECTION AND UPDATING

You can update or correct your account information at any time through account settings. If you need assistance, contact us at [support@aseatawaits.com](mailto:support@aseatawaits.com).

##### C. DELETION

You may request deletion of your account and associated data through account settings or by emailing [support@aseatawaits.com](mailto:support@aseatawaits.com). Note that some information may be retained as described in Section 9 (Data Retention).

##### D. OBJECT TO OR RESTRICT PROCESSING

You may object to or request restriction of certain processing activities. For example, you can:

- Opt out of non-essential communications by following unsubscribe instructions in emails.

- Disable cookies through your browser settings (note that some Service features may not function properly).
- Choose not to use optional features like AI-assisted import.
- Enable Global Privacy Control (GPC) in your browser to exercise universal opt-out preferences.

#### E. DO NOT SELL/SHARE

We do not sell or share personal information for monetary or other valuable consideration. We do not engage in targeted advertising or profiling that produces legal or similarly significant effects. If these practices change, we will provide notice and appropriate opt-out mechanisms as required by law.

#### F. NON-DISCRIMINATION

We will not discriminate against you for exercising any of these rights. This means we will not deny service, charge different prices, or provide different quality of service based on your exercise of privacy rights.

#### G. CONSENT WITHDRAWAL

Where we process your data based on consent (such as for AI-assisted import or session recording), you may withdraw your consent at any time by discontinuing use of those features or contacting us. Withdrawal does not affect the lawfulness of processing before withdrawal.

#### EXERCISING YOUR RIGHTS:

To exercise any of these rights, contact us at [support@aseatawaits.com](mailto:support@aseatawaits.com). We will respond to valid requests within the timeframe required by applicable law (typically 30-45 days, or up to 45-90 days for Texas and California requests). We may need to verify your identity before processing your request to protect your privacy and security.

## **12. Children's Privacy**

#### ACCOUNT HOLDERS:

Our Service is not directed to children under the age of 13. Children under 13 may not create accounts, use the Service directly, or provide any personal information through our website or applications. Account holders must be at least the age of majority in their jurisdiction.

#### CHILDREN AS EVENT GUESTS:

We recognize that many events include children as guests (weddings, birthday parties, family gatherings). Our Service allows account holders to include children under 13 in their guest lists for legitimate event planning purposes.

When you include a child's information in a guest list:

- You must be the child's parent or legal guardian, OR you must have obtained verifiable parental consent.
- We act as a service provider processing the child's data on your behalf and under your direction.
- You are responsible for ensuring compliance with children's privacy laws including COPPA (Children's Online Privacy Protection Act) and TDPSA.
- We limit children's data to the minimum necessary: typically just name and seating assignment.
- We do NOT collect email addresses, phone numbers, or other detailed personal information from children unless provided by a parent/guardian with consent.

#### PARENTAL RIGHTS:

Parents and legal guardians have the right to:

- Review the personal information we have about their child (by contacting the account holder or us)
- Request deletion of their child's personal information
- Refuse to permit further collection or use of their child's information

To exercise these rights or if you believe we have collected personal information from a child under 13 without proper parental consent, contact us immediately at [support@aseatawaits.com](mailto:support@aseatawaits.com). We will investigate and take appropriate action, including deletion of the information if consent cannot be verified.

**IMPORTANT:** If you become aware that a child whose information you uploaded has had parental consent withdrawn, you must immediately remove that child's information from your guest lists or notify us so we can assist with removal.

### **13. International Data Transfers**

Your information may be transferred to, stored, and processed in the United States and other countries where our service providers operate. These countries may have data protection laws that differ from those of your country of residence.

By using the Service, you consent to the transfer of your information to the United States and other countries. We take reasonable steps to ensure that your information receives an adequate level of protection in the jurisdictions where it is processed, including through contractual safeguards with our service providers.

### **14. Notice to European Users**

If you are located in the European Economic Area (EEA), United Kingdom, or Switzerland, you have specific rights under the General Data Protection Regulation (GDPR) and similar laws.

#### **LEGAL BASIS FOR PROCESSING:**

We process your personal data on the following legal bases:

- **Contractual Necessity:** to provide the Service, create and manage your account, process payments, and fulfill our obligations under our Terms of Service.
- **Consent:** for optional features such as AI-assisted import, session recording (for paid users), and marketing communications. You may withdraw consent at any time.
- **Legitimate Interests:** for security and fraud prevention, improving our Service, customer support, analytics, and enforcing our legal rights. We balance these interests against your privacy rights.
- **Legal Obligations:** to comply with applicable laws, regulations, and legal processes.

#### **YOUR RIGHTS:**

Under GDPR, you have the following rights:

- **Right of Access:** request confirmation of whether we process your personal data and obtain a copy of your data.
- **Right to Rectification:** request correction of inaccurate or incomplete personal data.
- **Right to Erasure:** request deletion of your personal data under certain circumstances (e.g., when no longer necessary for the purposes collected, or when you withdraw consent).
- **Right to Data Portability:** receive your personal data in a structured, commonly used, and machine-readable format and transmit it to another controller.

- Right to Object: object to processing based on legitimate interests or for direct marketing purposes.
- Right to Restriction: request restriction of processing under certain circumstances.
- Right to Withdraw Consent: withdraw previously given consent at any time without affecting the lawfulness of processing before withdrawal.

#### INTERNATIONAL DATA TRANSFERS:

As a US-based service, your personal data will be transferred to and processed in the United States, which may not provide the same level of data protection as your home country. We implement appropriate safeguards for international transfers, including:

- Standard Contractual Clauses (SCCs) with our service providers.
- Data Processing Agreements with third-party processors.
- Technical and organizational security measures to protect your data.

By using our Service, you acknowledge and consent to the transfer of your data to the United States and other countries where our service providers operate.

#### EXERCISING YOUR RIGHTS:

To exercise any of these rights, contact us at [support@aseatawaits.com](mailto:support@aseatawaits.com). We will respond to verified requests within one month (extendable by two additional months for complex requests). We may need to verify your identity before processing your request.

#### RIGHT TO LODGE A COMPLAINT:

If you believe we have not adequately addressed your concerns, you have the right to lodge a complaint with your local supervisory authority (data protection authority) in your country of residence, place of work, or where an alleged infringement occurred. Contact information for EU supervisory authorities is available at [https://edpb.europa.eu/about-edpb/board/members\\_en](https://edpb.europa.eu/about-edpb/board/members_en).

## 15. California Privacy Rights

If you are a California resident, you have specific rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA):

- Right to know what personal information we collect, use, disclose, and sell.
- Right to request deletion of your personal information.
- Right to opt-out of the sale or sharing of your personal information (we do not sell or share personal information).
- Right to correct inaccurate personal information.
- Right to limit use and disclosure of sensitive personal information.
- Right to non-discrimination for exercising your rights.

To exercise these rights, contact us at [support@aseatawaits.com](mailto:support@aseatawaits.com) or through your account settings. We will verify your identity before processing requests.

We do not sell personal information and have not sold personal information in the preceding 12 months. We do not share personal information for cross-context behavioral advertising.

## 16. Texas Data Privacy Rights (TDPSA)

If you are a Texas resident, you have specific rights under the Texas Data Privacy and Security Act (TDPSA), which became effective July 1, 2024. We are committed to honoring these rights and complying with all TDPSA requirements.

### SENSITIVE DATA PROCESSING

Under TDPSA, "sensitive data" includes personal data that reveals:

- Racial or ethnic origin, religious beliefs, mental or physical health diagnosis, sexuality, or citizenship or immigration status
- Genetic or biometric data processed to uniquely identify an individual
- Personal data collected from a known child (under 13 years of age)
- Precise geolocation data (within 1,750 feet)

### SENSITIVE DATA WE MAY PROCESS:

1. **DIETARY PREFERENCES:** May indirectly reveal health conditions or religious beliefs. By providing such information, you consent to our processing of it solely for event planning purposes.
2. **CHILDREN'S DATA:** We process personal data from children under 13 when you include them in your event guest lists (common for weddings, birthday parties, family events). This processing requires:
  - You must be the child's parent/guardian OR have obtained verifiable parental consent
  - We limit children's data to the minimum necessary (name, seating assignment)
  - We process children's data solely as a service provider on your behalf
  - You are responsible for obtaining and maintaining parental consent
  - Parents can request access, correction, or deletion by contacting us at [support@aseatawaits.com](mailto:support@aseatawaits.com)

We do NOT collect or process:

- Precise geolocation data (within 1,750 feet)
- Biometric data for identification purposes
- Genetic data
- Data revealing racial/ethnic origin, sexuality, or citizenship status
- Detailed health diagnosis information

### YOUR TEXAS PRIVACY RIGHTS

As a Texas resident, you have the right to:

1. **CONFIRM AND ACCESS:** Confirm whether we are processing your personal data and access your personal data.
2. **CORRECT:** Request correction of inaccuracies in your personal data, taking into account the nature and purposes of processing.
3. **DELETE:** Request deletion of personal data you have provided to us, subject to certain exceptions (legal obligations, fraud prevention, security, etc.).

4. DATA PORTABILITY: Obtain a copy of your personal data that you previously provided to us in a portable and, to the extent technically feasible, readily usable format that allows you to transmit the data to another entity without hindrance.

5. OPT-OUT RIGHTS: You have the right to opt out of:

- Targeted advertising (we do not engage in targeted advertising)
- Sale of personal data (we do not sell personal data)
- Profiling in furtherance of decisions that produce legal or similarly significant effects (we do not engage in such profiling)

#### UNIVERSAL OPT-OUT MECHANISM

We recognize and honor universal opt-out preference signals such as the Global Privacy Control (GPC). If you enable GPC in your browser, we will treat it as a valid request to opt out of the sale of personal data and targeted advertising (though we do not engage in these activities).

#### NON-DISCRIMINATION

We will not discriminate against you for exercising any of your TDPSA rights. This means we will not:

- Deny goods or services to you
- Charge different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties
- Provide a different level or quality of goods or services
- Suggest that you will receive a different price or rate for goods or services or a different level or quality of goods or services

However, we may offer financial incentives or different prices, rates, or quality levels if the difference is reasonably related to the value provided by your data and you have been given prior notice.

#### EXERCISING YOUR RIGHTS

To exercise your TDPSA rights:

- Email us at [support@aseatawaits.com](mailto:support@aseatawaits.com) with your request
- Access account settings to view, update, or delete your account data
- Use the export feature to obtain your data in portable format

#### VERIFICATION PROCESS:

To protect your privacy and security, we must verify your identity before processing your request. We may ask you to:

- Provide identifying information that matches information we have on file
- Verify your email address or account credentials
- Provide additional documentation if necessary for high-risk requests

#### AUTHORIZED AGENTS:

You may designate an authorized agent to submit requests on your behalf. To do so:

- Provide written permission signed by you authorizing the agent to act on your behalf, or
- Provide proof of a valid power of attorney

We may still require you to verify your identity directly with us and confirm that you provided the agent

permission to submit the request.

#### RESPONSE TIMEFRAME:

We will respond to verified requests within 45 days of receipt. If we need additional time (up to an additional 45 days), we will inform you of the reason and extension period in writing within the initial 45-day period.

If we decline to take action on your request, we will inform you without undue delay and no later than 45 days of receipt of the request. Our response will include:

- The reason we declined to take action
- Instructions on how to appeal the decision

#### APPEALS:

If we decline your request, you have the right to appeal our decision. To appeal:

- Submit your appeal to [support@aseatawaits.com](mailto:support@aseatawaits.com) within a reasonable period after receiving our denial
- Include your original request reference and reasons for the appeal
- We will respond to your appeal within 60 days

If we deny your appeal, we will provide you with information on how to contact the Texas Attorney General to submit a complaint.

#### DATA PROTECTION

We maintain administrative, technical, and physical safeguards to protect personal data, as described in Section 10 (Data Security). We conduct data protection assessments for processing activities that present a heightened risk of harm to consumers, including processing sensitive data and activities involving targeted advertising, sale of data, or profiling (though we do not engage in the latter activities).

#### PROCESSING PURPOSE LIMITATIONS

We process personal data only:

- For purposes disclosed in this Privacy Policy
- For purposes compatible with the disclosed purposes
- As necessary to provide the Service you requested
- As required or permitted by law

We do not process personal data for purposes that are not reasonably necessary to, or compatible with, the purposes disclosed in this Privacy Policy unless we obtain your consent.

#### CONTACT FOR TEXAS PRIVACY RIGHTS

For questions about your Texas privacy rights or to exercise your rights, contact us at:

Email: [support@aseatawaits.com](mailto:support@aseatawaits.com)

Subject Line: "Texas Privacy Rights Request"

You may also contact the Texas Attorney General's office if you have concerns about our data practices:

Website: [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov)

Phone: (512) 463-2100

## 17. Cookies and Tracking Technologies

We use cookies, web beacons, and similar tracking technologies to collect information about your browsing activities and to provide and improve our Service.

### TYPES OF COOKIES WE USE:

- Essential Cookies: necessary for the Service to function, including authentication, session management, and security.
- Functional Cookies: remember your preferences and settings.
- Analytics Cookies: help us understand how users interact with the Service.

### MANAGING COOKIES:

Most web browsers automatically accept cookies, but you can modify your browser settings to decline cookies if you prefer. Note that disabling cookies may limit your ability to use certain features of the Service.

For more information about cookies and how to manage them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 18. Third-Party Links and Services

The Service may contain links to third-party websites, applications, or services that are not operated or controlled by us. This Privacy Policy does not apply to those third-party services.

We are not responsible for the privacy practices of third parties. We encourage you to review the privacy policies of any third-party services you access through our Service.

### THIRD-PARTY SERVICE PROVIDERS WE USE:

- Stripe (payment processing): <https://stripe.com/privacy>
- Vercel AI (AI processing): <https://vercel.com/legal/privacy-policy>
- LogRocket (session recording): <https://logrocket.com/privacy>
- Supabase (data hosting): <https://supabase.com/privacy>
- Vercel (hosting): <https://vercel.com/legal/privacy-policy>

## 19. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make changes, we will update the "Last Updated" date at the top of this policy.

### NOTIFICATION OF MATERIAL CHANGES:

If we make material changes to how we collect, use, or share your personal information, we will provide notice through one or more of the following methods:

- Posting a prominent notice in the Service.
- Sending an email to the address associated with your account.
- Displaying an in-app notification.

We encourage you to review this Privacy Policy periodically. Your continued use of the Service after we post changes constitutes your acceptance of the updated policy.

Previous versions of this Privacy Policy may be available upon request by contacting support@aseatawaits.com.

## **20. Contact Us**

If you have questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us:

Heart Line Solutions LLC

Email: support@aseatawaits.com

5900 Balcones Drive STE 100, Austin, Travis County, TX 78731 US

Mailing address: 5900 Balcones Drive Ste 100, Austin, TX 78731 US

We will respond to your inquiry within a reasonable timeframe, typically within 30 days.

If you are not satisfied with our response, you may have the right to lodge a complaint with your local data protection authority or consumer protection agency.