

Ryocast

Privacy Policy

Your privacy is important to us. This policy explains how we collect, use, and protect your information.

Effective Date: April 7, 2026

Ryocast, Inc.

1. Introduction

Ryocast, Inc. ("Ryocast", "we", "us", or "our") is committed to protecting your privacy. This Privacy Policy describes how we collect, use, disclose, and safeguard information when you use the Ryocast platform and related services (the "Service"). By using the Service, you consent to the practices described in this policy.

If you are located in the European Economic Area (EEA), the United Kingdom, or California, please review the additional sections at the end of this policy that address your specific rights.

2. Information We Collect

2.1 Information You Provide Directly

When you create an account or use the Service, you may provide:

- Account information: name, email address, company name, job title, and password
- Billing information: payment card details (processed by our payment processor; we do not store full card numbers), billing address, and invoicing details
- Organization data: employee payroll data, bank account labels and balances, project details, expense information, revenue figures, and cashflow inputs you enter into the platform
- Communications: messages you send to our support team, survey responses, and feedback

2.2 Information Collected Automatically

When you use the Service, we automatically collect:

- Usage data: pages visited, features used, forecasts generated, and interactions with the interface
- Log data: IP address, browser type and version, operating system, referring URLs, and timestamps
- Device information: device type, unique device identifiers, and screen resolution
- Cookies and similar technologies: session cookies (required for Service functionality), preference cookies, and analytics identifiers

2.3 Information from Third Parties

We may receive information about you from:

- Payment processors (e.g., Stripe) confirming transaction status
- Authentication providers if you use single sign-on (SSO)
- Publicly available sources to verify business information

3. How We Use Your Information

We use the information we collect to:

- Provide, operate, and maintain the Service, including processing your cashflow data and generating forecasts
- Create and manage your account and organization workspace
- Process payments and send billing-related communications
- Respond to your requests, questions, and support needs
- Send transactional communications (account confirmations, security alerts, service updates)
- Send promotional communications about new features or offers, where you have opted in
- Analyze usage patterns to improve and develop the Service
- Detect, prevent, and address security incidents, fraud, and technical issues
- Comply with legal obligations and enforce our Terms of Service

We do not use your financial data for advertising purposes. We will not sell Your Data to third parties.

4. Legal Bases for Processing (EEA/UK Users)

If you are located in the EEA or UK, we process your personal data under the following legal bases:

- Contract performance: processing necessary to provide the Service you have subscribed to

- Legitimate interests: improving the Service, detecting fraud, and ensuring security, where these interests are not overridden by your rights
- Legal obligation: complying with applicable laws and regulations
- Consent: sending marketing communications (you may withdraw consent at any time)

5. How We Share Your Information

We do not sell your personal information. We may share information with:

5.1 Service Providers

We engage trusted third-party vendors to help operate the Service, including:

- Cloud infrastructure providers (for hosting and data storage)
- Payment processors (for billing)
- Analytics providers (for usage analysis)
- Customer support platforms

These providers are contractually obligated to process your information only as directed by us and to maintain appropriate security standards.

5.2 Within Your Organization

Your data is accessible to other authorized users within your organization's workspace, as configured by your organization administrator.

5.3 Legal Requirements

We may disclose your information if required to do so by law, court order, or governmental authority, or if we believe disclosure is necessary to protect our rights, your safety, or the safety of others.

5.4 Business Transfers

In the event of a merger, acquisition, or sale of all or substantially all of our assets, your information may be transferred as part of that transaction. We will notify you of any such change and the choices available to you.

6. Data Retention

We retain your personal information for as long as your account is active or as needed to provide the Service. Specifically:

- Account and profile data: retained for the duration of your account, plus 30 days after termination
- Financial and project data: retained for the duration of your account, plus 30 days for export, then deleted
- Billing records: retained for 7 years as required by financial regulations

- Log and usage data: retained for up to 12 months
- Aggregated, anonymized data: may be retained indefinitely

7. Data Security

We implement industry-standard technical and organizational measures to protect your information, including:

- Encryption of data in transit using TLS 1.2 or higher
- Encryption of sensitive data at rest
- Access controls and authentication requirements (including multi-factor authentication options)
- Regular security assessments and monitoring
- Employee training on data handling and security

No system is completely secure. While we work hard to protect your information, we cannot guarantee absolute security. In the event of a data breach that affects your rights, we will notify you as required by applicable law.

8. Cookies and Tracking Technologies

We use cookies and similar technologies to operate and improve the Service. You can control cookies through your browser settings, though disabling certain cookies may affect Service functionality. We use:

- Essential cookies: required for the Service to function (authentication sessions, security)
- Preference cookies: remember your settings and preferences
- Analytics cookies: help us understand how the Service is used (you may opt out via our cookie preference center)

We do not use third-party advertising cookies or sell your cookie data.

9. Your Rights and Choices

Depending on your location, you may have the following rights with respect to your personal information:

- Access: request a copy of the personal information we hold about you
- Correction: request correction of inaccurate or incomplete information
- Deletion: request deletion of your personal information, subject to legal retention requirements
- Portability: request your data in a structured, machine-readable format
- Objection: object to certain processing activities, including direct marketing

- **Restriction:** request that we limit how we process your information in certain circumstances
- **Withdrawal of consent:** withdraw consent where processing is based on consent

To exercise any of these rights, contact us at privacy@ryocast.com. We will respond within 30 days (or as required by applicable law). We may need to verify your identity before processing certain requests.

10. Children's Privacy

The Service is not directed to children under the age of 16. We do not knowingly collect personal information from children under 16. If you believe we have inadvertently collected such information, please contact us at privacy@ryocast.com and we will promptly delete it.

11. International Data Transfers

Ryocast, Inc. is based in the United States. If you are located outside the United States, your information will be transferred to and processed in the United States. For transfers from the EEA or UK, we rely on Standard Contractual Clauses as approved by the European Commission to ensure an adequate level of protection. By using the Service, you consent to this transfer.

12. California Privacy Rights (CCPA/CPRA)

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

- **Right to know:** the categories and specific pieces of personal information we collect, use, disclose, or sell
- **Right to delete:** request deletion of personal information we have collected, subject to certain exceptions
- **Right to correct:** request correction of inaccurate personal information
- **Right to opt out:** we do not sell personal information. We do not share personal information for cross-context behavioral advertising
- **Right to non-discrimination:** we will not discriminate against you for exercising your privacy rights

To submit a California privacy request, contact us at privacy@ryocast.com or call our toll-free number listed on our website. We will respond within 45 days.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by email or by posting a notice within the Service at least 30 days before the changes take effect. Your continued use of the Service after the effective date constitutes your acceptance of the updated policy.

14. Contact Us

If you have questions, concerns, or requests related to this Privacy Policy or our data practices, please contact us:

Ryocast, Inc.

Privacy Inquiries: privacy@ryocast.com

General Legal: legal@ryocast.com

Website: <https://ryocast.com>

We are committed to working with you to obtain a fair resolution of any privacy complaint or concern.