

Cloud Shield Solutions – Privacy Policy

Last updated: 16 June 2025

1. Scope

This Privacy Policy explains how Cloud Shield Solutions, Inc. (“Cloud Shield Solutions,” “we,” “our,” “us”) collects, uses, and shares information when you use our website and platform.

2. Information We Collect

- **Account Data** – name, email, company, password hash.
- **Usage Data** – log files, IP address, device/browser details, pages viewed, time stamps.
- **Content Data** – data and files you intentionally upload or generate inside the platform.
- **Cookies & Similar Tech** – small files to keep you logged in and understand site usage.

3. How We Use Information

- Provide, operate, and maintain the service.
- Improve and personalize features.
- Communicate with you about updates or security alerts.
- Detect, prevent, and respond to abuse or technical issues.
- Comply with legal obligations.

4. Legal Bases (EU/UK users)

We process data on the basis of (a) contractual necessity, (b) legitimate interest (product improvement, security), (c) consent (marketing emails), and (d) legal compliance.

5. Sharing & Disclosure

We do **not** sell personal data. We share it only:

- With service providers (cloud hosting, analytics, email) who act on our instructions and sign confidentiality commitments.
- If required by law or to protect rights, property, or safety.
- With your consent or at your direction.

6. International Transfers

We store data on servers in the United States. Where applicable, we rely on Standard Contractual Clauses or equivalent safeguards for cross-border transfers.

7. Data Retention

We keep your information as long as your account is active or as needed to provide the service and meet legal obligations. Deleting your account triggers a 30-day grace period, then we delete or anonymize your personal data unless retention is legally required.

8. Security

We use administrative, technical, and physical safeguards designed to protect personal data. No system is 100 % secure, so we cannot guarantee absolute security.

9. Your Rights

Depending on your location, you may have rights to access, correct, delete, or export your data, object to processing, or withdraw consent. Send requests to info@cloudshieldsolutions.com

10. Children

Cloud Shield Solutions is not directed to children under 16. We do not knowingly collect personal data from children. If you believe a child has provided us data, contact us and we will delete it.

11. Changes to This Policy

We may revise this Privacy Policy. If changes are material, we will notify you by email or in-app. Continued use after changes indicates acceptance.

12. Contact

For privacy questions or requests: info@cloudshieldsolutions.com

For unresolved concerns, EU/UK users may lodge a complaint with their local data-protection authority.