ReservoirWave

Privacy Policy

Effective Date: March 12, 2026

This Privacy Policy explains how ReservoirWave ("ReservoirWave," "we," "us") collects, uses, and shares information when you access or use ReservoirWave's websites, applications, and services (collectively, the "Service").

This policy should be read together with our Terms of Service.

1. Information We Collect

Information you provide

We may collect information you provide directly, such as:

- Account information (e.g., name, email address, password).
- Organization information (e.g., company name, team name, role/title).
- Content you upload or enter into the Service, including files, projects, and related data ("Customer Data").
- Communications (e.g., messages to support, feedback, survey responses).
- Billing and transaction information (e.g., billing contact details and invoices). Payment information is typically processed by third-party payment processors.

Information collected automatically

When you use the Service, we may automatically collect:

- Usage information (e.g., pages viewed, features used, actions taken).
- Device and log information (e.g., IP address, browser type, device identifiers, operating system, timestamps, and referring URLs).
- Cookies and similar technologies used for authentication, preferences, and security. We may also use cookies for analytics, depending on how the Service is configured.

Information from third parties

We may receive information from third parties, such as:

- Payment processors (e.g., confirmation of payment status).
- Service providers that help us operate the Service.
- Integrations you choose to connect to the Service.

2. How We Use Information

We use information to:

- Provide, operate, maintain, and secure the Service (including authentication and access control).
- Process payments and manage subscriptions, where applicable.
- Provide customer support and respond to requests.
- Improve the Service, develop new features (including Early Access Services), and perform analytics, including using aggregated and de-identified usage information where appropriate.
- Communicate with you about the Service, including administrative messages.
- Detect, prevent, and investigate fraud, abuse, or security incidents.
- Comply with applicable laws and enforce our terms and policies.

3. How We Share Information

We may share information in the following circumstances:

- With vendors and service providers that process information on our behalf (e.g., hosting, support tooling, email delivery, payment processing).
- With your organization (e.g., other members of your team) as part of normal Service operation.
- To comply with law or legal process, or to protect the rights, property, or safety of ReservoirWave, our users, or others.
- In connection with a business transaction such as a merger, acquisition, financing, or sale of assets.
- With your direction or consent.

We do not sell personal information.

4. Data Retention

We retain personal information for as long as reasonably necessary to provide the Service, comply with legal obligations, resolve disputes, and enforce our agreements. We may retain certain information after account closure where required or permitted by law.

5. Data Security

We use reasonable administrative, technical, and organizational measures designed to protect information. No security measures are perfect, and we cannot guarantee absolute security.

6. Your Rights and Choices

Depending on your jurisdiction, you may have rights regarding your personal information, such as access, correction, deletion, or portability. You may also have the right to object to or restrict certain processing.

To exercise applicable rights, contact us using the details below. We may need to verify your identity before fulfilling certain requests.

7. Changes to This Policy

We may update this Privacy Policy from time to time. If we make material changes, we will update the Effective Date and post the updated policy on this page.