Privacy Policy

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1. Who we are and what this policy covers

Alden Sites is operated by Third Arm Technologies. We provide subscription websites for businesses. This policy covers our website, checkout and account services, support, and information we handle to prepare, publish, and maintain customer websites. Contact us at hello@aldensites.com or 244 Church Street, Lake Helen, Florida 32744.

A customer business controls the business information and visitor-facing features it asks us to publish. Its own privacy notice should explain its dealings with visitors. When we handle visitor information solely on that customer's instructions, we assist the customer with privacy requests and follow the applicable service terms. We remain responsible for information we independently use for account administration and service security.

2. Information we collect

We collect customer information reasonably necessary to provide our services, including business contact information, account details, website content, billing information, and domain registration details.

Account and contact information includes business and representative names, contact details, account information, preferences, inquiries, callback requests, support messages, and information needed to verify account authority.

Website information includes business descriptions, services, service areas, business contact details, credentials you provide, logos, photos, text, design preferences, revisions, and publication approvals. Uploaded images may contain people or embedded metadata. Submit only material you have authority to use and intend us to handle for the service.

Billing information includes orders, invoices, prices, taxes, payment status, transaction and refund references, and payment-method details made available by our payment processor. Our payment processor handles payment credentials.

Domain information includes the selected domain, registrant and contact details, verification responses, registration and expiration dates, and management or transfer instructions. Accurate registration data may be required even when public directory information is redacted.

We may also receive technical information generated when you access our services, such as IP addresses, browser or device details, timestamps, error events, and security logs, to the extent recorded by our systems or service providers. We keep records of agreements, authorizations, and approvals relating to your service.

3. How we use information

We use information to respond to inquiries and callback requests; administer accounts; prepare and revise websites; provide previews; record customer approval; publish and maintain approved websites; register and manage domains; process payments and refunds; handle cancellation and exports; send service communications; resolve disputes; protect our systems; and comply with applicable law.

Website preparation, review, quality control, and publication involve human oversight. Public business information and content are used to create and operate the website you request. Accepting a service agreement does not authorize unrelated uses of your information.

4. Service providers and other disclosures

We use third-party service providers for payment processing, domain registration, hosting, email, and related business operations. We share information reasonably needed for those functions. Payment processors, domain registrars, and other providers may also process information for their own fraud-prevention, security, or legal obligations under their applicable terms and policies.

We may disclose information to authorized personnel and providers who need it for the purposes described here; when required by law or lawful process; to protect legal rights and system security; on your instructions; or in connection with a proposed or completed business transfer, subject to appropriate protections and notices where required.

5. Public website content and contact requests

Information you approve for publication is available to website visitors and may be copied, indexed, or cached by others. Removing content from our service does not guarantee removal of third-party copies. Do not submit sensitive personal information through ordinary content fields or contact forms.

We use contact-form submissions to respond to inquiries, arrange requested callbacks, and manage support. A contact form on the Alden Sites website does not mean every customer website includes a contact form.

6. Data retention and deletion

We retain customer information for as long as reasonably necessary to provide services, maintain business records, fulfill contractual obligations, resolve disputes, protect our systems, and comply with applicable law. Relevant factors include the purpose and sensitivity of the information, account status, contractual duties, and applicable recordkeeping requirements.

You may request your complete static website export during service or within 90 calendar days after service ends. We provide the export within 10 business days without an export fee under our Terms and Refund, Cancellation, and Domain Exit Policy. Materials needed for a timely request remain available until delivery. This export window is not a promise to delete every record after 90 days.

You may request account deletion at hello@aldensites.com. We will explain information we need to retain and the applicable reason. Removal from active systems may not immediately remove information from backups or third-party caches. We do not promise a fixed deletion period for every category of information.

7. Security and processing locations

We use reasonable measures appropriate to the information and risks and respond to security incidents as required by applicable law. No internet service can guarantee absolute security. Information may be processed where we and our service providers operate.

8. Requests and choices

You may update ordinary account information through your account or ask for access, correction, deletion, or a portable copy at hello@aldensites.com. Depending on applicable law and your circumstances, you may have additional rights concerning information about processing, access, correction, deletion, portability, or opting out of specified processing.

We verify requests proportionately and respond within applicable legal deadlines. Authorized agents may submit requests where applicable law permits. If we deny a request or need additional time, we will explain as required. Send privacy appeals to hello@aldensites.com with "Privacy appeal" in the subject. We will not unlawfully discriminate for exercising a protected privacy right.

For information held solely for a customer business, contact that business or give us enough information to route your request. Subscription cancellation, account deletion, domain transfer, and communication preferences are separate requests.

9. Communications, children, and changes

We send service communications such as receipts, publication notices, billing updates, security messages, support responses, and cancellation confirmations. Communication preferences do not prevent necessary service notices.

The subscription service is intended for adult business representatives, not children under 13. Do not intentionally submit children's personal information. If you believe such information was improperly collected, contact us so we can investigate and take appropriate action.

We will post an updated policy with its effective date and provide suitable notice of material changes, including by account email where appropriate. We will seek consent for a materially different use when required.

10. Contact

Alden Sites | hello@aldensites.com

244 Church Street, Lake Helen, Florida 32744

For a callback, submit a request through the contact form on the Alden Sites website.