Client gift data-handling summary

Ambrette Technologies LLC, doing business as The Erstwhile Courier

This summary describes how we handle information supplied by a firm for a client-gift order.

1. What we collect

For each recipient, the firm may provide:

- first and last name;
- mailing address;
- email address, if the firm chooses to supply it;
- birthday month, if the firm chooses to supply it; and
- the gift selection and handover choice.

We also collect the firm's name, contact information, order details, and card text. Card text includes the firm name and the note the firm asks us to print.

2. Why we collect it

We use this information only to prepare the card, print and mail the gift, provide order records, and send the gift's closing note.

We do not use a recipient's information to market unrelated products or services.

If the firm supplies a recipient email address, we use it only for messages about that recipient's gift.

3. Who processes it

The following service providers process information for the order:

- **Supabase** provides storage for the client list and order records.
- **Stripe** processes your firm's invoice and payment. It receives your firm's billing details, never the client list.
- **Our mailing house** receives the information needed to print, address, and mail the card and papers.
- **Resend**, our email provider, sends the gift's welcome and closing emails, only for recipients whose email address you supply.

We share client-list information with these providers only as needed for their stated part of fulfillment.

Data handling, continued

4. How long we keep it

We delete the client list, and our copy of the gift log, within 30 days after each client's closing note has gone out, or after their gift is refunded and its refund window has closed. If you hand over a gift box or envelope, we keep only that client's name until the code is entered; their address, email and birthday month are deleted when we fulfill your order. Your invoice and payment records name no client; we keep them for 7 years for our tax records. Copies held by our mailing house are deleted under its terms with us.

5. Security

The client list is readable only by our server and by our administrator-role staff.

Client-list information is sent only over encrypted (HTTPS) connections.

6. Incident notice

If we discover a breach involving the firm's client-list information, we notify the firm within 72 hours of discovery. The notice describes the known facts, the information involved, and the steps taken or planned.

7. Contact

Questions or requests about a client-gift list may be sent to:

Email: {{support_email}}

Mail:
Ambrette Technologies LLC
doing business as The Erstwhile Courier
PO Box 397
Bala Cynwyd, PA 19004