

## Your privacy choices

We use cookies that are necessary to run this site. We would also like to set optional cookies for analytics and advertising, which help us understand how the site is used and measure our marketing. We will not set optional cookies unless you accept them. You can change your choice at any time.

### **Analytics**

Helps us understand how the site is used, so we can fix what is broken and improve what is not. Includes session measurement and page analytics.

### **Advertising**

Lets us measure our marketing and show you our ads on other sites. Includes advertising pixels operated by our partners.

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Electronic Inspiration LLC ("**PaperDue**," "**we**," "**us**," or "**our**") operates the website paperdue.com (the "**Service**"). This Privacy Policy explains what information we collect, how we use it, who we share it with, and the choices you have regarding your information.

By using paperdue.com or creating an account, you agree to the practices described in this Privacy Policy.

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(Google, Facebook, or Apple), we receive a unique identifier and basic profile information from that provider as authorized by you.

### **Payment Information**

When you subscribe to the Service, payment information (such as credit card number, billing name, billing address, and ZIP code) is collected and processed by our third-party payment processors, **Stripe, Inc. and PayPal, Inc.** We do not store full payment card numbers on our servers. We retain a limited record of the transaction, the **last four digits of the card**, the card brand, and a tokenized identifier supplied by the processor.

### **Communications**

If you contact our support team, we collect the contents of your message and any attachments, along with your email address and any other information you choose to

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papers accessed, search queries entered, features used, and time spent on the Service.

### **Device and Connection Data**

We collect IP address, browser type and version, operating system, device type, referring URL, language preference, and time zone. When you create an account and each time you log in, we record the IP address associated with that event and derive an approximate location from it (such as city, region, and country). We use this to help secure your account, prevent fraud, and verify your identity when you contact customer support.

### **Cookies and Similar Technologies**

We use cookies and similar technologies for authentication, session management, security, analytics, and to remember your preferences. See [Section 6](#) below for details.

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## How We Use Your Information

We use the information we collect to:

- Create and maintain your account
- Provide, operate, and improve the Service
- Process payments and manage subscriptions, trials, renewals, and refunds
- Authenticate you and protect your account from unauthorized access
- Send you transactional communications (account notices, billing notices, security alerts, and customer support responses)

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## How We Share Your Information

We share information only as described below.

A

### **Service Providers**

We use third-party service providers to operate, deliver, and improve PaperDue. We share only the data each provider needs to perform their specific function. All providers operate under contractual data-protection terms.

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- **Anthropic** (AI processing) — user-submitted prompts and text for AI writing assistance features, and text submitted to our scanning tools for AI-text and grammar analysis. Anthropic does not use customer-submitted data to train its models under commercial API terms. [anthropic.com/legal](https://anthropic.com/legal)
- **Rackspace** (cloud storage) — files and content stored on your behalf. [rackspace.com/legal](https://rackspace.com/legal)

These vendors are contractually obligated to handle your information consistent with this Privacy Policy.

## B

## Legal and Safety

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#### ADVERTISING AND MEASUREMENT PROVIDERS

We do not rent or provide your personal information to third parties for their own independent direct marketing purposes. We may disclose limited personal information to advertising and measurement providers to measure advertising performance, attribute conversions, and improve our advertising, as described in this Policy and our Cookie Policy.

## Your Choices and Rights

### A

### Account Information

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## Account Deletion

You may request deletion of your account by contacting [privacy@paperdue.com](mailto:privacy@paperdue.com). We will delete your personal information within a reasonable time, subject to legal retention obligations (for example, tax records, fraud prevention records, and records required to resolve disputes).

E

## Rights Under Specific Laws

Depending on where you live, you may have additional rights regarding your personal information:

CA

California Residents

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- Access your personal data
- Correct inaccurate or incomplete data
- Request erasure ("*right to be forgotten*")
- Restrict or object to processing
- Data portability
- Withdraw consent where processing is based on consent
- Lodge a complaint with your supervisory authority

To exercise these rights, email [privacy@paperdue.com](mailto:privacy@paperdue.com). We may verify your identity before fulfilling the request.

**Our lawful bases for processing** are: performance of a contract (providing the Service you signed up for), legitimate interests (improving and securing the Service, preventing fraud), consent (where required, e.g. marketing), and legal obligation

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### **Support communications**

Tickets, emails, chat transcripts

Up to 3 years

### **Logs and usage data**

Server logs, analytics events

Up to 24 months

### **Login & signup location records**

IP address and approximate location captured at account creation and each login, used for security and support verification

12 months

### **Submitted content & results**

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## Cookies & Similar Technologies

We and our service providers use cookies and similar technologies to operate our Site, keep you signed in, understand how our Site is used, and measure how well our content and marketing perform. A cookie is a small text file stored on your device by your browser. Some cookies are necessary for the Site to function; others are optional and used for analytics or advertising.

**Marketing attribution.** When you arrive at our Site through a link that identifies a referral or marketing channel — for example a link from one of our study guides, from our homepage, or from an online advertisement — we place a small first-party cookie on your browser named `pd_attribution`. This cookie stores only a short, non-identifying label

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- Role-based access controls for internal staff
- Regular security review of our infrastructure

#### **NO SYSTEM IS PERFECTLY SECURE**

We cannot guarantee the absolute security of your information, and you use the Service at your own risk. If we become aware of a security incident affecting your information, we will notify you and the relevant authorities as required by applicable law.

## Children's Privacy

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Where required, we use appropriate safeguards for international transfers of personal data, such as the **Standard Contractual Clauses** approved by the European Commission.

## Third-Party Links and Services

The Service may contain links to third-party websites and services (for example, Wikipedia references, citation sources, and external research databases). We are **not responsible** for the privacy practices or content of those third parties. We encourage you to review their privacy policies before providing any personal information.

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If you have any questions or concerns about this Privacy Policy or our information practices, please contact:



### **Privacy inquiries**

**Electronic Inspiration LLC**

**Attn: Privacy Officer**

PaperDue.com

Miami, Florida, United States

**PRIVACY & DATA REQUESTS** [privacy@paperdue.com](mailto:privacy@paperdue.com)

**GENERAL SUPPORT** [support@paperdue.com](mailto:support@paperdue.com)

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