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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.

Cookie Policy · **Privacy Policy** · **Terms of Service**

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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text submitted to TextChecker without an account, which we compare across submissions to recognize duplicate or resubmitted documents; it cannot be converted back into readable text and is stored without your IP address. The fingerprint is kept with the submitted text and deleted when that text is deleted. Your submissions are **never added to our library of paper examples or to the plagiarism-comparison corpus**.

B

Information We Collect Automatically

Usage Data

We collect information about how you use the Service, including pages viewed, papers accessed, search queries entered, features used, and time spent on the

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Third-Party Login Providers

If you sign in using Google, Facebook, or Apple, that provider shares with us the information you have authorized them to share, typically your name, email address, and a unique account identifier.

Payment Processors

Stripe and PayPal share transaction confirmation data with us, including the amount, currency, time, status, and a tokenized payment identifier.

Analytics Providers

Third-party analytics services may provide us with aggregated or pseudonymized data about how the Service is used.

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- Detect, investigate, and prevent fraud, abuse, and violations of our **Terms of Service**
- Verify your identity and locate your account when you contact customer support
- Comply with legal obligations and enforce our agreements
- Conduct analytics and research to understand and improve the Service

SELLING AND SHARING OF PERSONAL INFORMATION

PaperDue does not sell personal information for money or provide customer lists to data brokers or advertisers for their independent use. Certain disclosures to advertising and measurement providers may be considered a "sale," "sharing," or targeted advertising under applicable privacy laws. Where required, you may opt out of these activities through our privacy controls.

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- **PayPal** (payment processing) — alternative payment method. **paypal.com/privacy**
- **Authorize.net** (payment processing) — payment processing services. **authorize.net/privacy**
- **Amazon Pay** (payment processing) — alternative payment method. **amazon.com/gp/help/customer/display.html**
- **Postmark** (transactional email) — recipient email addresses and message contents for delivery of account-related emails. **postmarkapp.com/privacy**
- **Serper** (web search) — short excerpts of text you submit to our scanning tools, sent as search queries to identify matching published content. Serper is a search API provider and routes queries to underlying search engines. We send Serper only brief passages, never your complete document.

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We send only the document text you submit for checking. We do not send your name, email address, account identifier, or other account information that identifies you.

- **Rackspace** (cloud storage) — files and content stored on your behalf. **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.

04

Your Choices and Rights

A

Account Information

Your privacy choices

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Account Deletion

You may request deletion of your account by contacting `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

CCPA / CPRA

- 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**. 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`

Feedback responses

Answers to optional feedback questions and their context (price tier, device type, approximate time)

`90 days`

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

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Backups

Rolling database backups, on our server and in two off-site copies; each copy expires on a fixed schedule

`Expire within 14 days`

After the applicable retention period we **delete the information**. For document scans this means your text is deleted, along with every excerpt, suggested rewrite and fingerprint of it and the sources any passage matched; we keep only the scan’s scores, counts, timings and issue categories. Deleted data may remain in backups for up to 14 days before those backup copies expire.

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Cookies & Similar Technologies

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we can understand which channel led to your sign-up and measure how well our content and marketing perform. The cookie lasts up to 30 days, and is deleted as soon as a sign-up is recorded — whichever comes first. It is a first-party cookie readable only by our own servers, and is not shared with advertising networks.

Analytics. We use Google Analytics 4 and Google Tag Manager to understand, in aggregate, how visitors find and use our Site (for example, which pages are most visited and how visitors navigate between them). These tools set their own cookies. You can learn more at Google's privacy site and opt out of Google Analytics using Google's browser add-on.

Advertising. We may use advertising-measurement technologies — including **Google**, the **Meta Pixel** and **OpenAI** — to measure the effectiveness of our advertising and to reach people who may be interested in our services. Where we report a conversion, we

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Your choices. You can control cookies through your browser settings — most browsers let you block or delete cookies, though some features of our Site (such as staying signed in) may not work properly if you block necessary cookies. You can opt out of Google Analytics using Google's browser opt-out add-on at https://tools.google.com/dlpage/gaoptout.

07

Data Security

We implement reasonable administrative, technical, and physical safeguards to protect

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08

Children's Privacy

The Service is intended for users **18 years of age or older**, or for users 13 years of age or older with the consent and supervision of a parent or legal guardian.

We do not knowingly collect personal information from children under 13. If we learn we have collected personal information from a child under 13, we will **delete it as soon as possible**. If you believe a child under 13 has provided us with personal information, please contact `privacy@paperdue.com`.

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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.

Changes to This Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify you by email (using the address associated with your account) or by posting a prominent notice on the Service prior to the change taking effect. The "**Last Updated**"

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Attn: Privacy Officer

PaperDue.com
Miami, Florida, United States

PRIVACY & DATA REQUESTS `privacy@paperdue.com`
GENERAL SUPPORT `support@paperdue.com`

For data subject requests under the GDPR, CCPA, or similar laws, please use the email above and include `Data Subject Request` in the subject line. We aim to respond within 30 days.

ON THIS PAGE

DATA REQUESTS

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