

PRIVACY NOTICE

BillingPlatform Invoice Template Accelerator

Effective Date: June 12, 2026 **Licensors:** Radix Bay LLC, a North Carolina Limited Liability Company **Registered Office:** 15720 Brixham Hill Avenue, Suite 300; Charlotte, North Carolina, USA

This Privacy Notice explains how Radix Bay LLC ("we," "us," or "our") collects, uses, stores, and protects personal data in connection with your use of the BillingPlatform Invoice Template Accelerator ("Software"). We are committed to protecting your privacy and handling your data responsibly in compliance with applicable privacy laws worldwide.

1 SCOPE

This Privacy Notice applies to:

- All Named Users of the BillingPlatform Invoice Template Accelerator desktop application;
- Subscribers (purchasers) who acquire one or more Licenses through the RadixBay;
- Visitors to www.radixbay.com.

Capitalized terms used but not defined in this Notice have the meanings given in the End-User License Agreement ("EULA"). This Notice should be read together with the EULA, Subscription and Auto-Renewal Terms, Acceptable Use Policy, and Data Processing Clarification and Limited DPA, all of which are available at www.radixbay.com

This Notice does not apply to BillingPlatform, Inc., its products, or its privacy practices. Users should review BillingPlatform's own privacy policy separately. Radix Bay LLC is solely responsible for data collected in connection with this Software.

2 DATA WE COLLECT

We collect only the minimum personal data necessary to provide and support your subscription. We collect:

2.1 Account, Login, and License Compliance Data

Data Element	Purpose
Full name	Account creation and Named User identification
Email address	Account login, licensing, and communications

Password (hashed)	Account authentication
License/activation key	Software activation and enforcement
Device identifier(s)	License compliance monitoring (see Section 2.3)
Login timestamps	License compliance monitoring (see Section 2.3)
Login origin (device per session)	Detection of multi-device or shared credential use

2.2 Billing and Transaction Data

Merchant of Record Notice: All payment transactions are processed by FastSpring, acting as the Merchant of Record and seller of record on behalf of Radix Bay LLC. Radix Bay LLC does **not** directly collect or store payment card data or full billing financial data. FastSpring collects and processes that data under its own Privacy Policy.

Radix Bay LLC receives the following limited transactional data from FastSpring for subscription management purposes:

Data Element	Purpose
Billing name	License and account recordkeeping
Billing country / region	Tax compliance confirmation
Transaction ID	Subscription activation and renewal matching
Subscription status	License provisioning and renewal management

Radix Bay LLC does **not** receive or store full payment card numbers, bank account details, or other sensitive financial data. All such data is handled exclusively by the MOR.

2.3 License Usage Monitoring Data

Radix Bay LLC collects limited technical data solely to monitor and enforce license compliance specifically, to detect whether a single Named User License is being shared between multiple individuals or devices in violation of the EULA.

Data Element	Purpose
Device identifier per login session	Detect multi-device access under a single License

Login timestamps	Identify concurrent or unusual login patterns
Number of active sessions per License	Enforce one-user-per-License restriction

What this means in practice: If two individuals share the same License credentials and log in from different machines, Radix Bay LLC's systems will detect that the same License is being accessed from more than one device. This may result in a license violation notice and potential suspension of the License per the EULA.

What we do NOT monitor: Radix Bay LLC does not monitor, collect, or have access to the content of the Named User's BillingPlatform session, invoice data, or any data within the Customer's BillingPlatform environment.

2.4 Technical Support Data (Minimal)

Data Element	Purpose
Device/OS type	License activation and support
Software version	Update delivery and support
Activation timestamps	License validation

We do **not** collect data about the content you create using the Software, including invoice data, customer data, or financial records you process within the application.

3 HOW WE USE YOUR DATA

We use your personal data for the following purposes and legal bases:

Purpose	Legal Basis
Creating and managing your account	Performance of contract
Processing and managing your subscription and payments	Performance of contract
Sending license keys, activation, and renewal notices	Performance of contract
Monitoring login activity to enforce Named User license compliance	Legitimate interests / Performance of contract

Detecting concurrent or multi-device use of a single License	Legitimate interests / Performance of contract
Providing customer and technical support	Legitimate interests
Sending product updates and security notices	Legitimate interests
Complying with legal and tax obligations	Legal obligation
Preventing fraud and unauthorized use	Legitimate interests
Sending optional marketing communications (with consent)	Consent

4 DATA WE DO NOT COLLECT

We explicitly do **not**:

- Collect, access, or process any data you create, input, or store within the Software;
- Sell or rent your personal data to third parties;
- Use your data for behavioral advertising or profiling;
- Collect sensitive personal data (e.g., health, financial account numbers, government IDs).

5 SHARING YOUR DATA

We do not sell your personal data. We may share data with:

- **Merchant of Record.** FastSpring processes payment transactions on behalf of Radix Bay LLC and acts as the seller of record. FastSpring handles payment collection, tax remittance, invoicing, and chargebacks under its own terms and privacy policy. Radix Bay LLC shares only the minimum data necessary (e.g., subscription status, license entitlement) with FastSpring for transaction fulfillment.
- **Legal and Regulatory Authorities.** Where required by applicable law, court order, or governmental authority.
- **Business Transfers.** In connection with a merger, acquisition, or sale of assets, with notice to affected users where required by law.

All third-party service providers are contractually required to protect your data and use it only for the purposes for which it was shared.

6 INTERNATIONAL DATA TRANSFERS

Radix Bay LLC is based in North Carolina, USA. If you are located outside the United States, your personal data may be transferred to, stored, and processed in the United States.

Where required by applicable law (e.g., GDPR for EU/EEA residents), we ensure such transfers are subject to appropriate safeguards, including:

- Standard Contractual Clauses (SCCs) approved by the European Commission;
- Data processing agreements with all service providers; and
- Other legally recognized transfer mechanisms.

7 DATA RETENTION

We retain personal data only as long as necessary for the purposes described in this Notice. The following retention schedule applies:

Data Category	Retention Period
Account and login data	Duration of active subscription + 3 years after termination
License and activation data	Duration of active subscription + 3 years after termination
Transaction and billing metadata	7 years (tax and financial compliance)
Device identifiers and login session data	Duration of active subscription; disassociated upon License Reassignment
Technical support data	2 years from collection
Marketing consent records	Until consent is withdrawn + 3 years

If a user wishes to delete their account or login information, user can delete their data via Account Settings or by contacting RBLabs@radixbay.com. Deletion requests are subject to applicable legal retention requirements.

8 SECURITY

Radix Bay LLC implements industry-standard technical and organizational measures to protect your personal data, including:

- Encryption of data in transit (TLS) and at rest;
- Hashed storage of passwords using industry-standard algorithms;
- Access controls limiting data access to authorized personnel only;

- Regular security reviews and updates.

No transmission or storage system is completely secure. In the event of a data breach affecting your rights, we will notify you as required by applicable law.

9 YOUR PRIVACY RIGHTS

Depending on your location, you may have the following rights regarding your personal data:

9.1 All Users

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Request correction of inaccurate or incomplete data.
- **Deletion:** Request deletion of your data, subject to legal retention requirements.
- **Objection:** Object to processing based on legitimate interests.

9.2 European Union / EEA (GDPR)

In addition to the above, EU/EEA residents have the right to:

- Data portability (receive your data in a structured, machine-readable format);
- Restrict processing in certain circumstances;
- Lodge a complaint with your local data protection authority (DPA).

9.3 United Kingdom (UK GDPR)

UK residents have rights equivalent to EU GDPR rights and may contact the UK Information Commissioner's Office (ICO) to lodge a complaint.

9.4 California Residents (CCPA / CPRA)

California residents have the right to:

- Know what personal data is collected and how it is used;
- Delete personal data (subject to exceptions);
- Opt out of the sale or sharing of personal data (we do not sell personal data);
- Non-discrimination for exercising privacy rights.

9.5 Canada (PIPEDA / Provincial Laws)

Canadian residents have the right to access and correct their personal data and to withdraw consent where applicable. Canadian residents can contact the Office of the Privacy Commissioner of Canada

9.6 Australia (Privacy Act 1988)

Australian residents may request access to and correction of personal data and lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

To exercise any of your rights, contact us at RBLabs@radixbay.com. We will respond within the timeframe required by applicable law (typically 30 days).

10 COOKIES AND TRACKING

The installed desktop Software does not use cookies. Our website (www.radixbay.com) may use limited cookies for:

- Essential functionality (e.g., login session management);
- Analytics - we use Google Analytics to collect anonymized page visit data. No personal identifiers are stored via analytics cookies.

You may control cookie preferences through your browser settings or our website cookie banner.

11 CHANGES TO THIS PRIVACY NOTICE

We may update this Privacy Notice from time to time. Material changes will be communicated via email or a notice within the Software at least thirty (30) days before taking effect. We encourage you to review this Notice periodically. The "Last Updated" date at the top reflects the most recent revision.

12 CONTACT US

For privacy inquiries, data subject requests, or concerns:

Radix Bay LLC — Privacy Office 15720 Brixham Hill Avenue, Suite 300; Charlotte, North Carolina, USA

Email: RBLabs@radixbay.com

13 GOVERNING LAW

This Privacy Notice is governed by the laws of the State of North Carolina, USA, without prejudice to any mandatory data protection laws applicable in your jurisdiction, including the GDPR, UK GDPR, CCPA/CPRA, PIPEDA, and the Australian Privacy Act 1988.