

Steady Stream Pay

Privacy Policy

Effective date: August 18, 2026

1. Introduction

This Privacy Policy explains how Steady Stream Pay ("we," "us") collects, uses, and shares information when you use our Stripe App and payment-recovery Service. Effective date: August 18, 2026.

2. Information We Collect

We may process: (a) Merchant account data (Stripe account IDs, business name, brand-voice settings); (b) Webhook event metadata (event IDs, object IDs, decline codes, amounts, currencies — not full card numbers); (c) Customer contact fields present on Stripe Customer objects (email, name, locale) solely to send recovery emails you enable; (d) Technical logs (timestamps, error codes, object IDs — we avoid logging full email addresses or names); (e) Billing meter identifiers and fee amounts; (f) Credentials you store via Stripe Apps Secret Store or cloud secrets (SendGrid, Gemini) which we retrieve at runtime and do not log in plaintext.

3. How We Use Information

We use information to: provide payment recovery email and Checkout links; operate multi-tenant dashboards and metrics; meter and invoice platform fees; improve reliability and prevent abuse; comply with law and Stripe program requirements; and communicate with Merchants about the Service. If a Stripe Customer has no email, we skip email dispatch and do not invent contact data.

4. AI Processing

Draft recovery text may be sent to a third-party AI provider (e.g., Google Gemini) using prompts that may include customer first name, amount, locale, and decline context. We instruct models not to invent URLs and we fall back to a fixed template if AI fails. Do not place sensitive authentication secrets in brand-voice fields.

5. Sharing and Subprocessors

We share data with: Stripe (payments, Connect, webhooks, Secret Store, Billing); cloud hosting (Google Cloud Run / Cloud SQL); email providers you configure (SendGrid); and AI providers when drafting is enabled. We do not sell personal information. We may disclose information if required by law or to protect rights and safety.

6. Email Communications

Recovery emails are sent on your behalf to addresses stored on your Stripe Customers (or on the related invoice when present). You are responsible for lawful basis and consent. Message frequency varies with payment events. Email providers are not liable for delayed or undelivered messages.

7. Data Retention

Webhook idempotency and recovery ledger records are retained for billing, auditing, and duplicate prevention. Secrets remain in Stripe Apps Secret Store or your cloud project until you rotate or delete them. Logs are retained for a limited operational period unless a longer period is required for security investigations.

8. Security

We use TLS in transit, secret stores for credentials, Stripe webhook signature verification (requests that fail verification are rejected), and least-privilege API permissions where practicable. No method of transmission or storage is 100% secure.

9. International Transfers

The Service is hosted in the United States (Google Cloud / Stripe). If you process EU/UK personal data, you are responsible for ensuring an appropriate transfer mechanism and disclosures to your end customers.

10. Your Rights

Depending on your location, you may have rights to access, correct, delete, or export personal data, or to object to certain processing. Merchants should direct end-customer requests to themselves as controller; we will reasonably assist with Merchant requests related to our systems. Contact legal@steadystreampay.com.

11. Children

The Service is not directed to individuals under 16 (or higher age as required locally). We do not knowingly collect children's data.

12. Changes

We may update this Policy by posting a revised version with an updated effective date. Material changes will be highlighted in the Stripe App listing or Merchant communications when practicable.

13. Contact

Privacy inquiries: legal@steadystreampay.com. Support: support@steadystreampay.com.