

PRIVACY POLICY

Last Updated: April 09, 2026

This Privacy Policy describes how Modulo Systems Pty Ltd (ABN 99 695 625 499) ("Modulo," "we," "us," or "our") collects, uses, stores, and protects your personal information when you use the Modulo software application ("Software").

BY USING THE SOFTWARE, YOU CONSENT TO THE PRACTICES DESCRIBED IN THIS PRIVACY POLICY.

1. INFORMATION WE COLLECT

We collect the following types of information:

1.1 Information You Provide

- **Email Address:** When you activate a trial or paid license
- **Company Name:** Optionally provided during license activation
- **License Key:** The trial or paid license key you use to activate the Software

1.2 Automatically Collected Information

- **Machine Hash:** A unique identifier generated from your computer's hardware characteristics, used for license validation and device management
- **Machine Name:** The name of your computer (e.g., "JOHN-PC"), used for device identification and license management purposes
- **Activation Dates:** Timestamps of when you first activated your license and when your license was last verified
- **Device Count:** For paid multi-device licenses, we track how many devices are actively using your license
- **Software Version:** The version of Modulo you are running (e.g., "1.1.0 "), used to assist with technical support and troubleshooting

1.3 Information We Do NOT Collect

We want to be clear about what we do NOT collect:

- We do NOT access, upload, or store any Word documents you process with the Software
- We do NOT collect the content of your master documents, templates, or presets
- We do NOT collect the content of documents you generate using the Software
- We do NOT track your browsing history or use cookies
- We do NOT collect preset usage statistics or analytics about how you use the Software's features

All document processing happens locally on your computer. Your documents never leave your device.

2. HOW WE USE YOUR INFORMATION

We use the collected information for the following purposes:

2.1 License Validation

- Verify that your trial or paid license is valid and has not expired

- Prevent unauthorized use of trial keys (each computer can use a trial key only once)
- Enforce device limits for multi-device paid licenses
- Manage license renewals and expirations

2.2 Communication

- Send important notices about your license (expiration, renewal reminders)
- Respond to your support requests or inquiries
- Notify you of material changes to this Privacy Policy or our End User License Agreement

2.3 Payment Processing

- Process subscription payments through our payment processor (Paddle)
- Manage refunds and subscription cancellations

3. HOW WE STORE YOUR INFORMATION

3.1 Data Storage

Your information is stored securely in our database hosted by Supabase, a third-party cloud database provider. Supabase employs industry-standard security measures including:

- Encryption of data in transit (TLS/SSL)
- Encryption of data at rest
- Regular security audits and monitoring
- Access controls and authentication

3.2 Data Retention

We retain your personal information for as long as your license or trial remains active. If your trial expires or your subscription is not renewed, we retain limited information (such as license identifiers and machine hashes) for as long as reasonably necessary to enforce license terms, prevent trial key reuse, and comply with legal or regulatory obligations, unless you request deletion as described in Section 6.

3.3 Local Storage

The Software also stores certain information locally on your computer, including:

- Your encrypted license data (to allow offline use)
- Your documents, templates, and presets (never uploaded to our servers)
- Application settings and preferences

4. HOW WE SHARE YOUR INFORMATION

We do not sell, trade, or rent your personal information to third parties. We may share your information only in the following limited circumstances:

4.1 Service Providers

We may share information with trusted third-party service providers who assist us in operating the Software:

- **Supabase:** Database hosting and management
- **Paddle:** Payment processing (when you purchase a paid license)

These providers are contractually obligated to protect your information and use it only for the purposes we specify.

4.2 Legal Requirements

We may disclose your information if required to do so by law or in response to valid legal requests (such as a court order or subpoena).

4.3 Business Transfers

If Modulo is acquired by or merged with another company, your information may be transferred to the new entity.

5. INTERNATIONAL DATA TRANSFERS

Your information may be transferred to and stored on servers located outside of your country of residence, including in the United States and European Union (where Supabase operates data centers). By using the Software, you consent to such transfers.

We ensure that all international data transfers comply with applicable data protection laws, including GDPR for users in the European Union and United Kingdom.

6. YOUR RIGHTS AND CHOICES

6.1 Access and Correction

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate or incomplete. Contact us at stace@usemodulo.com.

6.2 Data Deletion

You have the right to request deletion of your personal information, subject to certain exceptions (such as records we are required to retain for legal or accounting purposes). To request deletion:

- Email us at stace@usemodulo.com
- We will delete your information within 30 days of your request
- Note that deleting your data will permanently deactivate your license

6.3 Data Portability

You have the right to request a copy of your personal information in a structured, commonly used, machine-readable format. Contact us at stace@usemodulo.com.

6.4 Withdrawal of Consent

You may withdraw your consent to our processing of your personal information at any time by ceasing to use the Software and requesting deletion of your data. However, this will terminate your license.

6.5 European Union and United Kingdom Users

If you are located in the EU or UK, you have additional rights under the General Data Protection Regulation (GDPR), including:

- Right to object to processing
- Right to restriction of processing
- Right to lodge a complaint with your local data protection authority

7. SECURITY

We implement appropriate technical and organizational measures to protect your personal

information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit and at rest
- Secure authentication and access controls
- Regular security assessments
- Limited access to personal information on a need-to-know basis

However, no method of transmission over the Internet or electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

8. CHILDREN'S PRIVACY

The Software is not intended for use by individuals under 18 years of age. We do not knowingly collect personal information from children. If we become aware that we have collected information from a child under 18, we will delete it promptly.

9. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We will notify you of material changes by:

- Sending an email to the address associated with your license
- Posting the updated Privacy Policy on our website
- Providing at least 30 days' notice before changes take effect

Minor clarifications or updates that do not materially affect your rights or how your data is used may be made without prior notice, and will be reflected by the updated "Last Updated" date at the top of this Privacy Policy.

Your continued use of the Software after the effective date of the updated Privacy Policy constitutes your acceptance of the changes. If you do not agree to the updated Privacy Policy, you must cease using the Software.

The "Last Updated" date at the top of this Privacy Policy indicates when it was last revised.

10. THIRD-PARTY SERVICES

The Software may integrate with or reference third-party services (such as Paddle for payments). This Privacy Policy does not cover the privacy practices of these third parties. We encourage you to review their privacy policies:

- Supabase Privacy Policy: <https://supabase.com/privacy>
- Paddle Privacy Policy: <https://www.paddle.com/legal/privacy>

11. DO NOT TRACK SIGNALS

The Software does not track your online activities across third-party websites or services. We do not respond to "Do Not Track" signals because we do not track users in this manner.

12. CONTACT US

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

Modulo Systems Pty Ltd (ABN 99 695 625 499)
Email: stace@usemodulo.com

For privacy-related inquiries, we will respond within 30 days.

13. LEGAL BASIS FOR PROCESSING (GDPR)

For users in the European Union and United Kingdom, our legal bases for processing your personal information are:

- **Contract Performance:** Processing necessary to provide the Software under our license agreement
- **Legitimate Interests:** Preventing fraud, improving our services, and enforcing our terms
- **Legal Obligations:** Complying with applicable laws and regulations
- **Consent:** Where you have given explicit consent (which you may withdraw at any time)

BY USING THE SOFTWARE, YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD THIS PRIVACY POLICY.