# Privacy Policy

Effective Date: May 13, 2025

This Privacy Policy describes how RelayHelper ("we", "our", or "us") collects, uses, and discloses your personal information when you use our web application, services, and related features.

**1. Information We Collect**
• Email address, name (via Microsoft Entra ID login)
• Subscription and payment data (via Paddle)
• IP address and browser metadata (for security and analytics)
• File names and metadata for files you upload to our platform

**2. How We Use Your Information**
• To authenticate users and provide secure access to RelayHelper
• To manage subscriptions and process payments via Paddle
• To support functionality related to file processing and analysis
• To communicate with you and respond to inquiries

**3. Data Storage and Retention**
All personal data and files are securely stored in Microsoft Azure Storage and Azure Table Storage. Subscription data is handled through Paddle and may be subject to their privacy practices.

**4. Third-Party Sharing**
We do not sell or rent your data. We only share data with third parties who are essential to our service delivery:

• Microsoft (for Entra ID authentication)
• Paddle (for subscription and billing management)
• Azure (for hosting, file and metadata storage)

**5. Your Rights**
You have the right to request access to your data, correct or delete it, and withdraw consent. To make such a request, contact us using the email below.

**6. Contact Us**
For any questions or concerns regarding this Privacy Policy, please contact: rzahelper@gmail.com

By using our services, you agree to the collection and use of your information as described in this Privacy Policy.

# Terms of Service

Effective Date: May 13, 2025

These Terms of Service ("Terms") govern your access to and use of the RelayHelper application ("Service", "we", "us"). By accessing or using the Service, you agree to be bound by these Terms.

## 1. Use of Service

You agree to use the Service only for lawful purposes. You must not misuse or attempt to disrupt the platform, including attempts to reverse engineer or compromise its functionality.

## 2. Accounts and Access

You are responsible for maintaining the confidentiality of your login credentials. Access to the Service is provided through Microsoft Entra ID. Unauthorized access attempts may result in termination.

## 3. Subscriptions and Payments

Subscription plans are managed through Paddle. You agree to the terms and pricing of the selected plan. Failure to pay may result in suspension or termination of access. You can manage your subscription, update payment information, or cancel your plan at any time through the Paddle Customer Portal .

## 4. Data and Storage

Files uploaded to the Service are stored securely in Microsoft Azure. We do not claim ownership of your data. You are responsible for managing your own backups and exports.

## 5. Cancellation and Refunds

You may cancel your subscription at any time. Refund requests are handled per our Refund Policy.

## 6. Modifications

We reserve the right to update or modify these Terms at any time. Continued use after updates constitutes acceptance of the new Terms.

## 7. Contact

For any legal questions, contact us at rzahelper@gmail.com.

# Refund Policy

Effective Date: May 13, 2025

We aim to provide a high-quality service through RelayHelper. However, if you are not satisfied with your subscription, please review our refund policy below.

**1. Eligibility for Refund**
• You must request a refund within 7 days of your initial subscription payment.
• Refunds are only applicable if significant technical issues prevented access or usage.
• Refunds are not guaranteed for renewal payments or plan upgrades.

**2. How to Request a Refund**
To request a refund, please email us at rzahelper@gmail.com with the subject line "Refund Request" and include:

• Your email address used during registration
• Purchase date and subscription plan
• Reason for the request

**3. Processing Time**
Approved refund requests will be processed through our payment provider Paddle and may take 5–10 business days to appear in your account.

**4. Contact**
If you have questions about this policy or your eligibility, feel free to contact us at rzahelper@gmail.com. We'll be happy to assist you.