ProxiPilot — Privacy Policy

Operated by Cheldain | proxipilot.com • Effective Date: June 1, 2025 • Last Updated: June 1, 2025

At Proxipilot, we take your privacy seriously. This Privacy Policy explains what data we collect, how we use it, and your rights. We are committed to being transparent about our practices. Questions? Email privacy@proxipilot.com.

1. What We Collect

We collect only the data necessary to operate and improve Proxipilot.

1.1 Account Information

Name, business email address, and company name when you register.

Your account password (stored in encrypted, hashed form — never in plain text).

1.2 Email Content

Prompts, email drafts, and templates you create inside Proxipilot.

This content may be transmitted to our third-party AI providers (OpenAI, Anthropic) solely to generate your requested output.

1.3 Email Integration Data

When you connect Gmail or Outlook, we receive and store access tokens required to compose, draft, and send emails on your behalf.

We do not store your inbox contents. We access your email account only to deliver the specific actions you request within Proxipilot.

1.4 Usage Data

Features used, session duration, and in-product click behavior.

This data is used to understand how Proxipilot is used and to improve the product.

1.5 Payment Data

Payment data is handled entirely by our payment processors (currently Paddle and/or Lemon Squeezy) acting as Merchant of Record. We store no card details.

Each processor operates under their own privacy policy. You may review them at paddle.com/privacy and lemonsqueezy.com/privacy.

1.6 Device & Technical Data

IP address, browser type and version, operating system, and referring URL.

This data is collected automatically when you access Proxipilot.

1.7 Cookies & Analytics

We use essential cookies to keep you logged in and maintain your session.

We use analytics cookies to understand product usage patterns. See Section 6 for full cookie details.

2. How We Use Your Data

We use your data only for the purposes described below. We do not use your data for advertising.

To operate and deliver the Proxipilot service to you.

To power AI email generation by passing your prompts to our third-party AI providers.

To improve Proxipilot using anonymized, aggregated usage data only. We never use individual customer email content to train AI models.

To send product updates, billing notices, and responses to your support requests.

To detect and prevent abuse, spam behavior, or violations of our Acceptable Use Policy.

To comply with applicable laws and respond to lawful requests from authorities.

We never use your data for advertising, and we never sell your data to third parties.

3. Third-Party AI Processors

Proxipilot is powered by leading AI providers. When you use Proxipilot to generate email content, your prompts and relevant context are transmitted to these providers to generate a response.

Current AI providers: OpenAI (openai.com) and Anthropic (anthropic.com).

We do not share personally identifiable information with AI providers beyond what is strictly necessary to generate your requested email output.

Each provider governs their own data handling under their respective privacy policies:

OpenAI Privacy Policy: openai.com/privacy

Anthropic Privacy Policy: anthropic.com/privacy

We recommend reviewing these policies to understand how your prompts are handled by each provider.

We do not permit AI providers to use your data to train their models under our usage agreements where such controls are available.

4. Email Provider Integrations

Proxipilot integrates with Gmail and Outlook to compose and send emails on your behalf. We are committed to requesting only the minimum permissions necessary.

When you connect Gmail or Outlook, we request only the permissions required to compose, draft, and send emails as directed by you.

We do not read, scan, index, or store your email inbox beyond what you explicitly submit to Proxipilot as a prompt or instruction.

Access tokens for your email account are stored securely and used solely to deliver the Proxipilot service.

You can disconnect your Gmail or Outlook integration at any time from your Proxipilot account settings. Upon disconnection, your access tokens are immediately revoked and deleted.

5. Data Sharing

We do not sell your data to any third party, ever. We share data only in the limited circumstances listed below.

Paddle and/or Lemon Squeezy process payments as Merchant of Record. They receive only the information needed to complete your transaction. Payment Processors:

OpenAI and Anthropic receive your prompts and content solely to generate AI email output on your behalf. AI Providers:

We may share anonymized, aggregated usage data with analytics providers to understand product usage. No personally identifiable information is shared. Analytics Tools:

We may disclose your data if required by applicable law, court order, or lawful request from a government authority. We will notify you where legally permitted to do so. Law Enforcement:

If Cheldain is acquired or merges with another entity, your data may be transferred as part of that transaction. We will notify you before your data is transferred and becomes subject to a different privacy policy. Business Transfers:

6. Cookies

6.1 Essential Cookies

Used to maintain your login session and ensure the Service functions correctly.

These cannot be disabled without breaking core functionality of Proxipilot.

6.2 Analytics Cookies

Used to understand how users interact with Proxipilot so we can improve the product.

These are anonymized and do not track you across other websites.

You can disable analytics cookies in your browser settings or via our cookie preference center.

6.3 What We Don't Use

We do not use advertising cookies, retargeting cookies, or any tracking cookies that follow you across other websites.

7. Data Retention

Account data (name, email, company) is retained for as long as your account is active.

Email drafts, prompts, and templates created in Proxipilot are deleted within 30 days of account termination or upon your request.

Email integration access tokens are deleted immediately upon disconnection or account termination.

Anonymized usage data may be retained for longer periods for product improvement purposes.

You may request deletion of your personal data at any time by emailing privacy@proxipilot.com. We will fulfill verified deletion requests within 30 days.

8. Your Rights

Depending on your location, you may have specific rights regarding your personal data.

8.1 GDPR Rights (European Users)

Right to Access: Request a copy of the personal data we hold about you.

Right to Rectification: Request correction of inaccurate or incomplete data.

Right to Erasure: Request deletion of your personal data (subject to legal obligations).

Right to Restriction: Request that we limit our processing of your data in certain circumstances.

Right to Object: Object to our processing of your data where we rely on legitimate interests.

Right to Data Portability: Request your data in a structured, machine-readable format.

8.2 CCPA Rights (California Users)

Right to Know: The right to know what personal data we collect, use, and share.

Right to Delete: The right to request deletion of your personal data.

Right to Opt-Out of Sale: We do not sell your data, so this right is automatically honored.

Right to Non-Discrimination: We will not discriminate against you for exercising your CCPA rights.

8.3 How to Exercise Your Rights

To exercise any of the above rights, email us at privacy@proxipilot.com. We will respond to all verified requests within 30 days.

9. Data Security

All data transmitted to and from Proxipilot is encrypted in transit using TLS (Transport Layer Security).

Data stored on our servers is encrypted at rest.

Access to customer data within Cheldain is strictly limited to team members who require it to deliver the Service.

We conduct regular security reviews and follow industry best practices to protect your data.

In the event of a data breach affecting your personal data, we will notify affected users promptly and in accordance with applicable law.

10. Children's Privacy

Proxipilot is a B2B tool designed exclusively for business users. It is not intended for use by anyone under the age of 18.

We do not knowingly collect personal data from individuals under 18 years of age.

If we become aware that we have collected data from a minor, we will delete it immediately.

If you believe we have inadvertently collected data from a minor, please contact us at privacy@proxipilot.com.

11. International Data Transfers

Cheldain is based in India. Your data may be processed by our AI providers and infrastructure partners in the United States or other countries.

By using Proxipilot, you acknowledge that your data may be transferred to and processed in countries with different data protection laws than your home country.

We take appropriate safeguards to ensure your data is handled in accordance with this Privacy Policy regardless of where it is processed.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law.

We will notify you of any material changes by email at least 14 days before they take effect.

Your continued use of Proxipilot after the notice period constitutes your acceptance of the updated Privacy Policy.

The "Last Updated" date at the top of this document reflects when the most recent changes were made.

13. Contact Us

If you have any questions, concerns, or requests related to this Privacy Policy or your personal data, please contact us:

Privacy requests: privacy@proxipilot.com

General support: support@proxipilot.com

Company: Cheldain (operating Proxipilot)

Website: proxipilot.com

We aim to respond to all privacy-related requests within 30 days.

proxipilot.com/privacy | privacy@proxipilot.com

© 2025 Cheldain. All rights reserved.