

Privacy Policy

Last updated: June 25 2025

Effective date: June 25 2025

1. Who we are

Shiplo (“**we**”, “**our**”, “**us**”) provides a platform that lets users build “Operators”- AI-powered workflows that control web browsers and desktop apps to perform tasks automatically.

2. Scope

This Policy explains how we collect, use, store, share, and protect personal information when you:

- visit tryshiplo.com, any sub-domain, or our desktop client
- create or run Operators
- interact with us by email, support chat, or social media

3. What we collect & why

Category	Examples	Purpose	Legal basis*
Account data	Email, name (optional), auth tokens from Supabase	Create and secure your account, let you sign in across devices	Contract, Legitimate Interest
Operator inputs	Goals, prompts, schedules, login credentials you provide for third-party sites	Execute tasks you design	Contract

Content processed	Pages visited, form values typed, files handled by an Operator	Deliver the automation you request	Contract
Usage analytics	Clicks, session length, error reports, coarse location (IP)	Improve performance, debug, plan new features	Legitimate Interest
Marketing opt-ins	Email address, social handle	Send product updates, invite you to betas	Consent

*Under GDPR. "Contract" = necessary to provide the service you request.

4. How we process Operator data

- Browser actions are streamed through our secure controller, executed locally in the user's session unless cloud-run is explicitly enabled.
- Site credentials are encrypted at rest using Supabase's managed Key Management Service and sent to target sites only at runtime.
- Transient API calls to LLM providers (e.g., OpenAI, Anthropic) are covered by those providers' data-usage terms.

5. Cookies & similar tech

- **Essential** cookies keep you logged in and route traffic. Cannot be refused.
- **Analytics** cookies (Plausible) run only if you opt-in on the cookie banner.

6. Sharing

We share data only with:

1. Infrastructure vendors (Supabase, Vercel, Fly.io)
2. LLM/AI providers you select in settings

3. Payment processor (when paid plans launch)
4. Legal authorities if required by law or to defend our rights

All vendors sign Data Processing Agreements and follow SOC 2 or ISO 27001 controls.

7. International transfers

Servers are in the United States and EU. Transfers rely on the EU Standard Contractual Clauses.

8. Your rights

Depending on your region, you can:

- Access, correct, or delete personal data
- Export a copy (portable JSON)
- Object to processing or withdraw consent
- Lodge a complaint with a data-protection authority

Email ani@tryshiplo.com from the address linked to your account. We answer within 30 days.

9. Security

- End-to-end TLS 1.3
- Encryption at rest (AES-256) for databases and credential vault
- Role-based access; all staff use hardware security keys
- Annual penetration tests and continuous dependency scanning

10. Children

Shiplo is not directed to children under 13. We do not knowingly collect their data. If you believe a child has used Shiplo, contact us and we will delete the data.

11. Changes

We will post any future changes on this page and email you if they are material. Continued use after the effective date means you accept the revised Policy.

12. Contact

Questions? ani@shiplo.tech