messsha.

LEGAL

Privacy Policy

What we collect, why, who helps us process it, and your rights.

Last updated November 7, 2026 · Messha LLC, Wyoming · legal@messha.io

1. Summary

- We collect what you give us: forms, orders, job applications, feedback, chats and calls.
- We don't sell your personal information or use it for targeted advertising.
- We don't store card numbers. Stripe handles payments.
- A small set of service providers helps us run things. They're listed below.
- You can ask to see, correct or delete your information at privacy@messha.io.

2. What we collect from you

- Contact and package requests: your name, business name, email, phone (optional), message, and the services you picked in our package builder.
- Orders and deposits: your name, email, phone, billing address and business name, collected by Stripe at checkout. We receive payment confirmations, not card numbers.
- Job applications: your name, email, phone, the qualifications you check, and your resume.
- Feedback board: the idea you post and its topic. Votes are counted with a random ID saved in your browser, not your name.
- Chats with Messhie: what you type in the chat, handled by Tidio.
- Calls and texts: your number and messages when you contact us by phone, handled by Quo.

3. What's collected automatically

We use Google Analytics to understand how people use our site, like which pages they visit, how long they stay, roughly where they're located (city level), and what device they use. We've turned off Google's advertising features (Google Signals and ad personalization), so this data isn't used for ads. Google Analytics doesn't load at all if your browser sends a Global Privacy Control signal. You can also opt out with Google's browser add-on at tools.google.com/dlpage/gaoptout.

Like most websites, our hosting provider keeps basic server logs, such as IP address, browser type, pages visited and time of visit, to keep the site secure and working.

Our site saves a few small settings in your browser, like your light or dark mode choice, the package you're building, and your feedback-board vote ID. These stay on your device. See our Cookie Policy for details.

4. How we use your information

- To reply to you and deliver the services you ask for
- To process deposits and payments
- To review job applications
- To improve our services, using feedback and votes
- To keep our site and services secure and prevent fraud
- To meet legal obligations

5. Who helps us process it

We share information only with providers that help us run Messha, and only what they need:

- Stripe (payments)
- HubSpot (contact records and messages)
- Supabase (our database and file storage, including resumes)
- Tidio (the Messhie chat assistant, which uses AI to answer questions)
- Quo (business phone and text)
- WPMU DEV (website hosting)
- Google Workspace (email)
- Google Analytics (site usage statistics)

We may also share information if the law requires it, to protect our rights, or as part of a merger or sale of the business.

Ideas posted to the Feedback board are public once we approve them. Don't include personal details in them.

6. We don't sell your information

We have not sold or shared personal information for money or for targeted advertising, and we don't plan to. We honor Global Privacy Control (GPC) signals as an opt-out of any sale or

sharing.

7. How long we keep it

- Client records: for as long as you're a client, then up to 6 months after your account ends, unless the law requires longer (for example, tax records).
- Contact and package requests from people who don't become clients: up to 24 months.
- Job applications and resumes: up to 24 months, so we can reach out when roles open. Ask us any time to delete yours sooner.

8. How we protect it

We use reasonable technical and organizational safeguards, like private storage for resumes and database rules that stop the website from reading anything people submit. No system is 100% secure, so we can't guarantee absolute security.

9. Children

Our services are for adults. We don't knowingly collect information from anyone under 18. If you think we have, email privacy@messha.io and we'll delete it.

10. Your privacy rights

Depending on your state, including California, you may have the right to:

- Know what personal information we have about you and how we use it
- Get a copy of it
- Correct it
- Delete it
- Opt out of any sale, sharing or targeted advertising (we don't do these)
- Not be treated differently for using your rights

To make a request, email privacy@messha.io or use our contact page. We'll verify your identity before acting on it. You can use an authorized agent with your signed permission. If we deny a request, you can appeal by emailing privacy@messha.io, and if your appeal is denied you may contact your state attorney general.

California residents can also ask once a year, free, whether we shared personal information with third parties for their direct marketing (California Civil Code 1798.83). We don't.

11. Do Not Track

There's no common standard for browser Do Not Track signals, so we don't respond to them. We do honor Global Privacy Control signals as described above.

12. Text messages

Mobile opt-in information and consent are never shared with third parties or affiliates for marketing. Reply STOP to any text to opt out.

13. Changes

We may update this policy. The date at the top shows the latest version. If we make big changes, we'll post a notice on our site.

14. Contact

Email privacy@messha.io, or write to us at Messha LLC, 30 N Gould St Ste R, Sheridan, WY 82801, USA.

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