

Privacy Policy

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SelleSend Privacy Policy

This Privacy Policy describes how SelleSend collects, uses and shares information about you when you use the Service.

1. Information we collect

- **Account information** — name, email, company, role.
- **Shipment data** — origin/destination addresses, parcel details, declared values, carrier selections, tracking events.
- **Payment information** — handled by our PCI-compliant payment processors (Stripe). We do not store full card numbers.
- **Verification & KYC data** — when required for high-value shipments, international screening, or merchant onboarding.
- **Usage data** — IP address, browser, device, pages visited, feature interactions.

2. How we use it

- Provide and operate the Service (rate-shop, label generation, protection, reconciliation).
- Detect fraud, screen against OFAC/sanctions lists, comply with legal obligations.
- Support, communications, analytics, and product improvement.

3. Sharing

- **Carriers** (FedEx, UPS, USPS, EasyShip, etc.) — only the data needed to create the label and deliver the package.
- **Payment processors** — Stripe and underlying card networks/banks.
- **Insurance partner** — only when you elect protection coverage.

- **Service providers** (hosting, email, analytics) under appropriate confidentiality terms.
- **Law enforcement / government** as required by law.

We do **not** sell personal information.

4. Your rights

Depending on where you live (California CCPA, EU/UK GDPR, etc.), you may have the right to access, correct, delete, port your data, or object to certain processing. Email privacy@selleseend.com to exercise any right.

5. Retention

We retain account and shipment data for as long as your account is active and for up to 7 years thereafter to comply with tax, accounting and regulatory obligations. Audit logs may be retained longer to defend against fraud or legal claims.

6. Security

We use TLS in transit, encryption at rest, role-based access controls, MFA for admin accounts, and a defence-in-depth posture. No system is perfectly secure — please report suspected vulnerabilities to security@selleseend.com.

7. Contact

SelleSend, 4275 Executive Square #200, San Diego, CA 92037
privacy@selleseend.com

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