

PRIVACY POLICY

Last Updated: October 2, 2026

StrategiHive LLC ("StrategiHive," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how StrategiHive collects, uses, discloses, stores, and protects information when you visit **StrategiHive.com** (the "Website"), communicate with us, submit information through our forms, purchase or use our products or services, or otherwise interact with StrategiHive.

This Privacy Policy applies to information collected through our Website and through StrategiHive services, which may include Smart Sites, website services, customer relationship management ("CRM") tools, lead capture systems, email and SMS communications, appointment scheduling, automated follow-up, reputation management, marketing automation, and related business technology services (collectively, the "Services").

By accessing or using our Website or Services, you acknowledge the practices described in this Privacy Policy.

1. INFORMATION WE COLLECT

StrategiHive may collect information that you provide directly to us, information generated through your use of our Website or Services, and information received from third-party services that you choose to connect or interact with.

1.1 Information You Provide

- Name
- Business name
- Email address
- Telephone number
- Mailing or business address
- Website address
- Appointment or scheduling information
- Information submitted through contact or lead forms
- Communications with StrategiHive
- Customer service and support requests
- Account information
- Business and marketing information
- Information necessary to provide requested Services
- Billing and transaction-related information
- Other information you voluntarily provide

You are not required to provide personal information simply to browse portions of our Website, although certain features or Services may require information to function.

1.2 Information Collected Automatically

When you visit StrategiHive.com or interact with certain digital Services, information may be collected automatically through cookies, pixels, analytics technologies, server logs, and similar technologies.

- IP address
- Browser type
- Device type
- Operating system
- Referring website
- Pages viewed
- Links clicked
- Date and time of visits
- Approximate geographic information derived from an IP address
- Website interactions
- Traffic and usage information
- Cookie or device identifiers

We may use this information to operate and improve our Website, understand Website performance, diagnose technical issues, evaluate marketing effectiveness, and improve user experience.

1.3 Information From Third Parties

StrategiHive may receive information from third-party services when you interact with or connect those services to StrategiHive. These may include CRM platforms, website providers, payment processors, scheduling systems, analytics providers, advertising platforms, social media platforms, telecommunications providers, email providers, and other business technology services. Information received from a third party may also be governed by that provider's privacy policy.

2. HOW WE USE INFORMATION

StrategiHive may use information we collect to:

- Respond to inquiries and requests
- Provide and manage StrategiHive Services
- Build, host, maintain, and support Smart Sites
- Create and manage customer accounts
- Capture and manage leads
- Schedule appointments
- Provide customer support
- Communicate about accounts or Services
- Send transactional email or text messages
- Provide automated follow-up
- Operate missed-call text-back and messaging functionality

- Manage customer relationships
- Process purchases and billing
- Improve Website and Service functionality
- Analyze Website traffic and performance
- Improve marketing and advertising
- Generate and manage customer reviews or reputation-related requests
- Conduct customer reactivation campaigns
- Maintain security and prevent fraud or abuse
- Comply with legal obligations
- Enforce our Terms & Conditions
- Protect StrategiHive, our customers, and others

Where required by applicable law, StrategiHive will rely on an appropriate legal basis or obtain appropriate consent before processing personal information.

3. EMAIL COMMUNICATIONS

If you provide your email address, StrategiHive may use it to communicate with you regarding inquiries, appointments, accounts, purchases, customer support, requested Services, and other transactional matters. Where permitted and appropriate consent exists, we may also send marketing or promotional email communications.

You may unsubscribe from applicable marketing emails using the unsubscribe link contained in those messages. Unsubscribing from marketing communications does not necessarily prevent us from sending transactional or service-related communications that are necessary to provide Services or manage an existing business relationship.

4. SMS AND TEXT MESSAGE PRIVACY

If you provide a mobile telephone number and affirmatively consent to receive text messages from StrategiHive, we may use that number to send messages related to your inquiry, appointment scheduling and reminders, requested Services, customer support, account activity, follow-up communications, service notifications, and marketing or promotional communications where separately permitted by your consent and applicable law.

Message frequency may vary. Message and data rates may apply.

You may opt out of applicable SMS communications at any time by replying **STOP**. For assistance, reply **HELP**, email mail@strategihive.com, or call **864-774-3401**.

Consent to receive marketing text messages is not a condition of purchasing StrategiHive Services where applicable law requires such consent to be optional.

SMS Information and Consent

StrategiHive does not sell or rent SMS opt-in information or consent to third parties for their own marketing purposes. Mobile information and SMS consent information will not be shared with third parties or affiliates for their own marketing or promotional purposes.

We may disclose information to service providers and technology partners as reasonably necessary to deliver messaging services, operate our systems, comply with legal requirements, prevent fraud or abuse, or provide Services requested by you.

5. COOKIES AND TRACKING TECHNOLOGIES

StrategiHive may use cookies and similar technologies to operate and improve the Website. Cookies may help us remember preferences, understand Website usage, measure traffic, improve Website performance, maintain security, understand marketing effectiveness, and provide relevant advertising where permitted.

Some cookies may be placed by third-party service providers. You may be able to manage or block cookies through your browser or device settings. Disabling certain cookies may affect Website functionality.

6. ANALYTICS AND ADVERTISING

StrategiHive may use analytics and advertising technologies to understand Website usage, measure marketing performance, and improve our Services. These providers may collect information about your interactions with the Website through cookies, pixels, device identifiers, or similar technologies. Where required by applicable law, we will provide appropriate choices or obtain consent regarding these technologies.

7. HOW WE DISCLOSE INFORMATION

StrategiHive does not sell personal information simply as part of providing our Services.

Service Providers

We may provide information to companies that perform services on our behalf or help us operate our business, including providers of website hosting, CRM technology, email services, SMS and telecommunications, payment processing, appointment scheduling, analytics, advertising technology, cloud storage, automation technology, customer support, security, and fraud prevention. These providers may access information only as reasonably necessary to perform services for StrategiHive, subject to applicable contractual and legal requirements.

Legal and Safety Requirements

We may disclose information if we reasonably believe disclosure is necessary to comply with applicable law, respond to a lawful court order, subpoena, or government request, enforce our agreements, investigate fraud or abuse, protect our rights or property, or protect the safety or security of StrategiHive, our customers, or others.

Business Transactions

If StrategiHive is involved in a merger, acquisition, financing, reorganization, sale of assets, or similar business transaction, information may be transferred as part of that transaction subject to applicable law.

8. PAYMENT INFORMATION

Payments for StrategiHive Services may be processed through third-party payment processors. Depending on the payment method used, payment-card and financial information may be collected directly by the payment processor rather than stored directly by StrategiHive. Payment processors maintain their own privacy and security practices.

StrategiHive may receive transaction information such as payment status, transaction amount, customer information, subscription information, and payment identifiers necessary to manage accounts and Services.

9. CUSTOMER DATA PROCESSED THROUGH STRATEGIHIVE SERVICES

StrategiHive customers may use our Services to collect or process information concerning their own leads, prospects, customers, employees, or other individuals. In these situations, StrategiHive may process information on behalf of the applicable customer to provide the requested Services.

The StrategiHive customer is responsible for determining what information it collects, obtaining legally required permissions and consent, maintaining appropriate privacy notices, and complying with applicable privacy and communications laws.

If your information was collected by a business using StrategiHive technology, your relationship may primarily be with that business. Requests concerning that business's use of your information should generally be directed to that business.

10. DATA SECURITY

StrategiHive uses reasonable administrative, technical, and organizational safeguards intended to protect information against unauthorized access, loss, misuse, alteration, or disclosure. However, no internet transmission, telecommunications system, database, or electronic storage method can be guaranteed to be completely secure.

You are responsible for maintaining the security of passwords, login credentials, and devices used to access your StrategiHive account.

11. DATA RETENTION

StrategiHive may retain personal information for as long as reasonably necessary to provide Services, maintain customer accounts, complete transactions, fulfill contractual obligations, maintain legitimate business records, resolve disputes, enforce agreements, and meet legal, tax, accounting, security, and compliance obligations.

Retention periods may vary depending on the type of information, the purpose for which it was collected, customer instructions, and applicable law. Information may be deleted, anonymized, or aggregated when it is no longer reasonably necessary to retain it.

12. YOUR PRIVACY CHOICES AND RIGHTS

Depending on where you live and applicable law, you may have rights concerning your personal information, including possible rights to access, correction, deletion, information about use or disclosure, a copy of certain personal information, restriction or objection to certain processing, or withdrawal of consent where processing is based on consent.

Not every right applies in every jurisdiction or circumstance. To submit a privacy request, contact mail@strategihive.com. StrategiHive may need to verify your identity before fulfilling certain requests.

13. DO NOT SELL OR SHARE REQUESTS

Where applicable privacy law provides rights regarding the sale or sharing of personal information for targeted or cross-context behavioral advertising, individuals may contact StrategiHive at mail@strategihive.com to submit an applicable request. StrategiHive will process legally valid requests in accordance with applicable law.

14. CHILDREN'S PRIVACY

StrategiHive Services are intended for businesses and adults and are not directed toward children under 13. StrategiHive does not knowingly collect personal information directly from children under 13 through the Website.

If we become aware that personal information has been collected directly from a child in violation of applicable law, we will take reasonable steps to delete or otherwise appropriately handle that information. Parents or guardians who believe a child has provided personal information to StrategiHive may contact us at mail@strategihive.com.

15. THIRD-PARTY WEBSITES AND SERVICES

Our Website and Services may contain links to or integrations with third-party websites, software, or platforms. StrategiHive is not responsible for the privacy practices, content, security, or policies of independently operated third-party services. We encourage users to review the privacy policies of third parties with which they interact.

16. INTERNATIONAL USERS

StrategiHive is based in the United States. If you access our Website or Services from outside the United States, information may be processed or stored in the United States or other locations where StrategiHive or its service providers operate. Where applicable, you are responsible for determining whether use of the Services complies with laws applicable to you or your organization.

17. CHANGES TO THIS PRIVACY POLICY

StrategiHive may update this Privacy Policy periodically to reflect changes in our Services, technology, business practices, or legal requirements. When we update this Privacy Policy, we will revise the Last Updated date displayed at the top of the policy. Where appropriate or legally required, additional notice may be provided regarding material changes.

18. CONTACT STRATEGIHIVE

StrategiHive LLC

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Phone: 864-774-3401

StrategiHive LLC
Smart Sites. Smarter Follow-Up.
StrategiHive.com

