

CrateR

PRIVACY POLICY

Effective Date: April 17, 2026
Website: crater-solutions.com
Contact: support@crater-solutions.com

1. Introduction

CrateR ("we," "us," or "our") is committed to protecting the privacy of our clients and the individuals whose data we process on their behalf. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you engage our Services.

By using our Services, you consent to the data practices described in this Policy. If you do not agree, please do not use our Services.

2. Information We Collect

2.1 Client Information

When you engage CrateR's Services, we collect information directly from you, including:

- Business and personal contact information (name, business name, email address, phone number, mailing address)
- Payment information — processed and stored securely by Stripe; CrateR does not store full credit or debit card numbers
- Business details relevant to delivering Services (industry, target market, existing CRM data, marketing assets)
- Communications between you and CrateR, including emails and messages

2.2 Client Customer Data

In the course of providing Services, CrateR may access, process, or store data belonging to your customers ("End User Data"), including:

- Contact information of your customers (names, phone numbers, email addresses)
- Call recordings and transcripts generated by AI voice/receptionist systems
- CRM records, pipeline data, and lead information within GoHighLevel (GHL)
- SMS and messaging data processed through automation workflows

CrateR processes End User Data solely as a service provider on your behalf and in accordance with your instructions. You, as the Client, are the data controller responsible for your customers' data and for ensuring all necessary consents and disclosures are in place.

2.3 Automatically Collected Information

When you visit our website (crater-solutions.com), we may automatically collect:

- IP address and browser/device information
- Pages visited and time spent on the website
- Referring URLs and general geographic location

3. How We Use Your Information

We use the information we collect to:

- Deliver, operate, and improve the Services
- Process payments and manage billing
- Communicate with you about your account, services, and updates
- Set up and manage automation workflows, CRM systems, and AI tools on your behalf
- Comply with legal obligations and enforce our Terms of Service
- Detect and prevent fraud or misuse of our Services
- Send you relevant service updates or marketing communications (you may opt out at any time)

4. How We Share Your Information

CrateR does not sell your personal information. We may share information with trusted third parties solely to deliver our Services, including:

- GoHighLevel (GHL) — CRM and automation platform
- Stripe — Payment processing
- Twilio — SMS and voice communication infrastructure
- Vercel / hosting providers — Website and application hosting
- Other AI and automation tools used in service delivery

All third-party service providers are required to handle your data in accordance with applicable privacy laws and their own privacy policies. We require that they use your information only as necessary to perform services on our behalf.

We may also disclose information when required by law, court order, or governmental authority, or to protect the rights, safety, or property of CrateR, our clients, or the public.

5. Data Retention

We retain client information for as long as necessary to provide the Services and for a reasonable period thereafter to comply with legal obligations, resolve disputes, and enforce our agreements. Call recordings and CRM data are retained in accordance with your service configuration and applicable law.

Upon termination of Services, you may request deletion of your data by contacting us at support@crater-solutions.com. We will fulfill deletion requests within thirty (30) days, subject to any legal retention obligations.

6. Data Security

CrateR implements commercially reasonable technical and organizational measures to protect your information from unauthorized access, disclosure, alteration, or destruction. These include encrypted data transmission (SSL/TLS), access controls, and use of reputable third-party platforms with their own security certifications.

However, no method of transmission over the Internet or electronic storage is 100% secure. While we strive to protect your data, we cannot guarantee absolute security. In the event of a data breach that affects your information, we will notify you in accordance with applicable law.

7. TCPA and Consumer Communications

CrateR deploys AI-driven calling, SMS, and messaging systems on behalf of clients. Clients are solely responsible for ensuring that all consumers contacted through CrateR's systems have provided appropriate consent under the Telephone Consumer Protection Act (TCPA) and applicable state laws.

CrateR processes consumer contact data (phone numbers, names) only as instructed by the Client and does not initiate unsolicited consumer outreach independently. All consumer opt-out requests must be honored promptly by the Client and communicated to CrateR as needed.

8. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal information, including:

- Access — Request a copy of the personal information we hold about you
- Correction — Request correction of inaccurate or incomplete information
- Deletion — Request deletion of your personal information, subject to legal retention obligations

- Opt-Out — Opt out of marketing communications at any time by contacting us or clicking unsubscribe links in emails
- Data Portability — Request your data in a portable format where technically feasible

To exercise any of these rights, please contact us at support@crater-solutions.com. We will respond to verified requests within thirty (30) days.

9. Cookies and Tracking

Our website may use cookies and similar tracking technologies to enhance user experience, analyze site traffic, and support marketing activities. You may control cookie settings through your browser preferences. Disabling cookies may affect certain website functionality.

10. Children's Privacy

CrateR's Services are intended for business clients and are not directed to individuals under the age of 18. We do not knowingly collect personal information from minors. If you believe we have inadvertently collected such information, please contact us immediately and we will take steps to delete it.

11. Third-Party Links

Our website or communications may contain links to third-party websites. CrateR is not responsible for the privacy practices of those websites. We encourage you to review the privacy policies of any third-party sites you visit.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of material changes via email at least thirty (30) days before they take effect. Continued use of our Services after the effective date constitutes acceptance of the updated Policy.

13. Governing Law

This Privacy Policy is governed by the laws of the State of Ohio. Any disputes arising under this Policy shall be resolved in accordance with the dispute resolution provisions in our Terms of Service.

14. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us:

CrateR

[YOUR BUSINESS ADDRESS], Cleveland, Ohio

Email: support@crater-solutions.com

Website: crater-solutions.com

This document was last updated on April 17, 2026.