

Privacy Policy

DipSkip, LLC | Version 1.0 | Last Updated: December 28, 2025

Introduction

DipSkip, LLC ("DipSkip," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our automated trading platform ("Platform" or "Service").

By using the Platform, you consent to the data practices described in this Privacy Policy. If you do not agree with the practices described in this policy, please do not use the Platform.

This policy applies to all users of DipSkip, including those using our web application, API, and any related services.

Information We Collect

Information You Provide

- **Account Information:** Email address, name, and authentication credentials when you create an account
- **Payment Information:** Billing address and payment method details (processed securely by Stripe)
- **Trading Scripts:** The DipScript code you write and save on the Platform
- **Support Communications:** Information you provide when contacting customer support

Information Collected Automatically

- **Usage Data:** How you interact with the Platform, including pages visited, features used, and time spent
- **Device Information:** Browser type, operating system, device type, and IP address

- **Log Data:** Server logs including access times, error logs, and diagnostic information
- **Trading Activity:** Records of orders executed through the Platform (for your account history and support purposes)

Information from Third Parties

- **Brokerage Data:** When you connect your Tradier account, we receive account status and trading data necessary to execute your strategies
- **Authentication Data:** Information from Auth0 when you log in

How We Use Your Information

We use the information we collect for the following purposes:

- **Provide Services:** To operate the Platform, execute your trading strategies, and maintain your account
- **Process Payments:** To bill you for subscriptions and process refunds
- **Customer Support:** To respond to your inquiries and resolve issues
- **Improve the Platform:** To analyze usage patterns and improve our features and user experience
- **Security:** To detect, prevent, and respond to fraud, abuse, and security incidents
- **Legal Compliance:** To comply with applicable laws, regulations, and legal processes

Third-Party Services

We use trusted third-party services to operate the Platform. Your data may be processed by these services according to their respective privacy policies:

Auth0

Purpose: User authentication and identity management

Data Shared: Email, name, login credentials

Stripe

Purpose: Payment processing and subscription management

Data Shared: Payment method, billing address, transaction history

Firestore

Purpose: Data storage, real-time updates, and hosting

Data Shared: Account data, trading scripts, usage data

Tradier

Purpose: Brokerage connectivity, trade execution, market data

Data Shared: OAuth tokens for account access (we do not store your Tradier password)

Data Retention

We retain your personal information for as long as necessary to provide our services and fulfill the purposes described in this Privacy Policy, unless a longer retention period is required by law.

Account Data	While account is active + 30 days after deletion
Trading Scripts	While account is active; deleted upon termination
Transaction Records	7 years (regulatory requirement)
Log Data	90 days

Data Security

We implement appropriate technical and organizational measures to protect your personal information:

- **Encryption:** Data encrypted in transit (TLS/HTTPS) and at rest
- **Access Controls:** Strict access controls limit who can access your data
- **Secure Authentication:** Industry-standard authentication through Auth0
- **Regular Reviews:** Ongoing security reviews and updates

No method of transmission over the Internet is 100% secure. While we strive to protect your personal information, we cannot guarantee its absolute security.

Your Rights

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

- **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
- **Portability:** Request your data in a portable format
- **Opt-Out:** Opt out of marketing communications at any time

California Privacy Rights (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act:

- Right to know what personal information we collect, use, and disclose
- Right to request deletion of your personal information
- Right to opt-out of the sale of personal information (we do not sell personal information)
- Right to non-discrimination for exercising your privacy rights

Contact Us

If you have questions about this Privacy Policy or our data practices, please contact us:

DipSkip, LLC

Email: privacy@dipskip.com

Website: <https://dipskip.com>