

Privacy Policy

How Dealer Pocket handles information when you visit our website, create an account, or use an authorized workspace.

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<https://dealerpocket.com/privacy> | info@dealerpocket.com

01. Who we are and what this policy covers

Dealer Pocket LLC operates dealerpocket.com and the Dealer Pocket web application (the Services). This policy describes our current information practices. Our public website includes sample tools; account access and testing workspaces are available only as authorized. Public samples use illustrative information and do not provide access to a dealership's records.

We handle website, account, security, and support information to operate our business. For business records submitted by a dealership, we generally handle the information on that dealership's behalf and according to its authorized instructions. The dealership determines why it collects customer and employee information, who may access it, and its own recordkeeping obligations. Its privacy notices may also apply.

Dealer Pocket provides software tools. Recording a vehicle sale, warranty, repair, or other transaction does not make us the seller, warranty provider, or performer of that service. Questions about those transactions should be directed to the responsible dealership or provider; privacy questions about our processing may be sent to us. Our software role and contractual responsibilities are explained in the Terms of Use at <https://dealerpocket.com/terms>. This distinction does not reduce our own privacy, security, or other obligations under applicable law.

02. Information we collect

Information comes from you, your dealership's administrators and authorized users, integrations you authorize, and the technical operation of the Services. Merely viewing the public website does not submit a real deal or change business records.

- Account and team information: names, email addresses, profile details you provide, authentication and session identifiers, invitations, dealership affiliations, roles, and access status. Our authentication provider handles sign-in credentials and verification.
- Workspace content: information that authorized users enter, upload, import, or connect, such as vehicle identifiers and inventory, deals, customer and staff details, expenses, receipts, title or reconditioning records, pricing requests, financial entries, and related documents. The actual information depends on enabled features and what users submit.
- Connected account information: when an authorized administrator uses an enabled bank connection, account identifiers, account names, balances, transaction records, and connection status provided through the connection may be processed. Public browsing and account registration do not connect a bank account.
- Support communications: messages, contact details, attachments, and information you choose to provide when contacting us. Avoid sending sensitive records or credentials by email.

- Technical and usage information: IP address, browser and device information, requested pages, timestamps, errors, security events, and service activity generated when requests pass through our hosting, authentication, and other service providers. Browser storage may also retain preferences and unfinished work.

03. Optional Google sign-in

Where Google sign-in is enabled and you choose it, Google shares your account identifier, email address and verification status, and available basic profile information, such as your name and profile picture, with our authentication provider, Clerk. We use this information to create or link your account, authenticate you, display your profile, and help secure access. This sign-in connection requests only openid, email, and profile permissions; it does not request access to your Gmail messages, Google Drive files, calendar, or contacts.

Signing in with Google does not grant dealership membership or additional roles. Access to dealership records still requires authorization. You can review or revoke the connection in your Google Account; this does not automatically delete your Dealer Pocket account or dealership records. Our retention and privacy-request provisions below also apply to information received through Google sign-in.

04. How we use information

We do not sell personal information or share it for cross-context behavioral advertising. We do not use dealership records to build advertising profiles. Account creation does not enroll you in a paid subscription.

- Provide accounts, verify identity, manage invitations and roles, and enforce workspace access.
- Store and display authorized business records, perform requested calculations, produce reports and exports, and process enabled integrations.
- Respond to requests, provide support, diagnose errors, and maintain and improve the reliability and usability of the Services.
- Detect misuse, investigate security incidents, maintain operational records, comply with applicable law, and establish or defend legal claims.

05. Service providers and optional integrations

We disclose information to providers as needed for the functions they perform. Current technical services include the following; optional integrations apply only where enabled and used.

- Clerk: account authentication, verification, sessions, organization membership, and invitations.
- Google sign-in: optional identity authentication through Clerk using the basic account information described above. Google also processes the sign-in under its own privacy policy.
- Vercel: website and application hosting, request processing, operational logging, and delivery.
- Google Firebase: database storage and retrieval for authorized workspace records. Some workspace screens also load Google-hosted fonts, which sends standard connection information to Google.
- Plaid: authorized bank-account linking and financial-data retrieval through enabled workspace features. Plaid's own end-user privacy policy also explains its handling of information.
- Google Gemini and Anthropic: enabled receipt/document extraction and transaction-classification features can send submitted document images, text, transaction descriptions, and relevant context to these AI services to return results.

AI and bank integrations involve transmission outside Dealer Pocket's application infrastructure. Provider processing, retention, and permitted uses depend on the applicable service terms and configuration. Do not submit confidential or personal information to optional AI features unless your dealership has authorized that use and confirmed the provider arrangements with us. Testing should use fictional or appropriately de-identified information unless a workspace is expressly authorized for the relevant records. AI-generated results may be inaccurate and require human review.

Provider information: <https://clerk.com/legal/privacy> ; <https://policies.google.com/privacy> ; <https://vercel.com/legal/privacy-policy> ; <https://firebase.google.com/support/privacy> ; <https://plaid.com/legal/#end-user-privacy-policy> ; <https://ai.google.dev/gemini-api/terms> ; <https://www.anthropic.com/legal/commercial-terms> . These links describe the providers' practices and do not replace our responsibilities under this policy.

06. Other disclosures and dealership access

Authorized members and administrators can see information within their permitted workspace roles. An administrator may manage memberships, remove access, and review business activity. Use a work account with the understanding that your dealership may control its business records.

We do not make dealership records publicly available through account registration. We may access or disclose information to provide requested support; follow authorized dealership instructions; comply with law, a valid legal process, or a lawful authority request; prevent fraud or harm; or protect legal rights. We limit such disclosures to what is reasonably necessary.

If our business undergoes a merger, financing, acquisition, or asset transfer, relevant information may be reviewed or transferred subject to appropriate confidentiality protections and applicable law. We will provide notice when required. We may also disclose information at your direction or with consent where appropriate.

07. Cookies and browser storage

Authentication and security services use cookies to establish and maintain sessions and help prevent abuse. The application uses local browser storage for preferences and, in some workflows, unfinished deal drafts. Such drafts can contain information you entered and may remain on that device until cleared or expired by the application.

You can manage cookies and site storage in your browser. Blocking or clearing required storage can sign you out, remove unsaved work, or prevent features from working. Use trusted devices, sign out after use, and clear local site data before giving a device to someone else. We do not deploy advertising pixels for behavioral advertising.

08. Retention and deletion

We retain information for as long as reasonably needed for its purpose, including providing accounts and authorized workspaces, responding to requests, maintaining security, meeting recordkeeping obligations, and resolving disputes. Retention depends on the type of record, account activity, dealership instructions, applicable law, and the relevant provider's storage practices; there is no single retention period for all records.

Closing a personal account does not automatically delete a dealership's business records. Contact your dealership about records it controls, or contact us for assistance. We may retain limited information where legally required or necessary for security and legal claims. Deletion from active systems may not immediately remove backup, log, or legally retained copies; retained copies remain subject to applicable protections. We do not promise immediate deletion from every system.

09. Security

The Services use authenticated accounts, application access checks, and encrypted HTTPS connections. These measures reduce risk but do not make a system completely secure. Protect your account credentials and devices, limit authorized users, and promptly report suspected unauthorized access to info@dealerpocket.com. Do not include passwords, bank credentials, or full sensitive records in an email report.

This policy does not promise a particular security certification or that every integration has the same safeguards. We will address incident-notification obligations as required by applicable law and our agreements.

10. Your choices and privacy requests

You can use available account controls to update profile details and ask your dealership administrator to correct workspace information or permissions. You may request access, correction, a copy, or deletion of personal information by emailing info@dealerpocket.com with the subject Privacy Request. Identify your account and the nature of the request without sending sensitive identity documents initially. We may need reasonable verification of identity and authority before acting.

Where we process information for a dealership, we may refer the request to that dealership or help it respond. Removing a user's access is different from deleting business records. We will explain relevant limitations rather than promise that every request can be fulfilled.

Depending on your location and the law that applies to the processing, you may also have rights to restrict or object to processing, withdraw consent, opt out of certain uses, authorize an agent, or complain to a regulator. We will respond within applicable legal deadlines and will not unlawfully discriminate against you for exercising your rights. These rights depend on applicable law and do not mean every privacy statute applies to every record or business. Nothing in this policy or the Terms of Use waives privacy rights that cannot lawfully be waived.

If we decline a privacy request, you may seek review by emailing the same address with the subject Privacy Appeal. Explain the request and why you disagree. We will review it and explain our decision and any applicable regulator complaint route. Where the Virginia Consumer Data Protection Act applies, we respond to requests within 45 days, subject to a lawful extension with notice, and to appeals within 60 days. Virginia residents may contact the Virginia Attorney General at <https://www.oag.state.va.us/consumer-protection>.

11. Sensitive information and testing

Use fictional or appropriately de-identified records in testing unless we have expressly authorized a workspace for the relevant data. Do not enter Social Security numbers, full payment-card numbers, bank passwords, government identification images, medical information, or tax forms into general fields or support messages. Only supply sensitive records through a specifically supported and authorized workflow with appropriate arrangements.

This policy does not authorize information processing through features that have not been enabled for your account. Additional notices, safeguards, and terms may be needed before new features are offered.

12. Children and international access

Dealer Pocket is intended for adults using business software and is not directed to children under 18. We do not knowingly solicit children's personal information. Contact us if you believe a child has provided personal information so we can review and take appropriate action.

We operate from the United States. Our providers may process information in the United States and other countries where they operate. This policy does not guarantee storage in a particular country. Where applicable law requires a

transfer safeguard or other arrangement, it must be in place; merely using the website does not waive those requirements.

13. Policy updates and contact

We may update this policy as the Services and our practices change. We will update the effective date and provide additional notice of material changes where required, such as through the website, account interface, or email. If a new use requires consent, we will obtain it before that use. The Privacy Policy describes information practices; it is not blanket consent to otherwise unauthorized processing.

For privacy questions, requests, or concerns, contact Dealer Pocket LLC at info@dealerpocket.com. Website: <https://dealerpocket.com> .