



Privacy Policy

Data collection, use, sharing, security, and retention

Privacy Policy

How NorthStar collects, uses, shares, protects, and retains information from clients, leads, website visitors, and form respondents.

Company: NorthStar AI Agency trading as NorthStar
Address: 1720 W 27TH ST 67217, Wichita, KS
Phone: +1 (316) 296-8450
Email: info@northstaragencyusa.com

1. Scope

This Privacy Policy explains how NorthStar AI Agency trading as NorthStar collects, uses, shares, and protects information in connection with our website, contact channels, onboarding forms, payment flows, support communications, and professional services.

2. Information We Collect

- Contact information: name, business name, email, phone number, address, role, and preferred contact method.
- Business information: industry, service area, business hours, website URL, Google Business Profile, social profiles, service descriptions, goals, and project details.
- Project materials: logos, photos, brand assets, testimonials, copy, credentials, design preferences, files, and other materials you choose to provide.
- Payment and billing information: payment status, invoice details, subscription status, billing address, and transaction records. Full card data is handled by payment processors such as Stripe, not stored directly by NorthStar.
- Communications: emails, messages, call notes, support requests, approvals, and feedback.
- Website and technical data: basic usage information, device/browser data, logs, analytics, and security-related information when applicable.

3. How We Use Information

- Respond to inquiries and prepare proposals.
- Provide website, design, SEO, cloud, hosting, maintenance, support, and digital engineering services.
- Process payments, subscriptions, invoices, refunds, and account records.
- Manage onboarding, files, approvals, project communication, and support requests.
- Improve our website, services, documentation, operations, and client experience.
- Protect systems, prevent fraud, enforce agreements, and comply with legal obligations.

4. How We Share Information

We do not sell personal information. We may share information with service providers that help us operate our business and perform services, such as payment processors, hosting providers, cloud platforms, email providers, analytics tools, form tools, design/development tools, contractors, and professional advisors. We may also disclose information if required by law, to protect rights and security, or in connection with a business transfer.

5. Payment Processing

Payments may be processed through Stripe or another third-party payment processor. Payment processors collect and process payment information under their own terms and privacy policies. NorthStar receives limited payment-related information such as payment status, customer name, billing details, and transaction records.

6. Cookies, Analytics, and Similar Tools

Our website may use cookies, analytics, logs, or similar technologies to understand website performance, improve usability, diagnose issues, and protect the website. Browser settings may allow you to block or delete cookies, but some site functionality may be affected.

7. Data Security

We use reasonable administrative, technical, and organizational measures appropriate for a small digital services business. No method of transmission or storage is completely secure. Clients should avoid sending passwords, secret keys, payment card numbers, government IDs, health records, or other highly sensitive information unless specifically requested through an appropriate secure process.

8. Data Retention

We retain information as long as needed for service delivery, support, business records, legal compliance, dispute resolution, security, and legitimate business purposes. Project materials may be deleted, archived, or retained depending on the nature of the service, hosting/support status, and legal or operational needs.

9. Client Rights and Choices

You may contact us to request access, correction, deletion, or limitation of information we maintain about you, subject to legal, security, contractual, and operational limitations. We may need to verify your identity or authority before fulfilling a request.

10. Children

NorthStar services are intended for businesses and adults. We do not knowingly collect personal information from children under 13.

11. Third-Party Links and Services

Our website or deliverables may link to third-party websites, tools, platforms, or services. NorthStar is not responsible for the privacy practices, security, or content of third-party services.

12. International Users

NorthStar is based in Kansas, United States. If you access our services from outside the United States, you understand that information may be processed in the United States or other locations where our service providers operate.

13. Updates

We may update this Privacy Policy from time to time. The updated version will be identified by a revised effective date. Continued use of our website or services after an update means the updated policy applies going forward.

14. Contact

Questions about this Privacy Policy may be sent to info@northstaragencyusa.com or by mail to 1720 W 27TH ST 67217, Wichita, KS.