Privacy Policy

Last updated: April 2026

1. OVERVIEW

Zoast is a product of Sabalan Consulting. This Privacy Policy explains how we collect, use, store, and protect information when you use Zoast at zoast.ai or zoast.sabalanconsulting.com.

2. INFORMATION WE COLLECT

We collect the following information when you use Zoast:

- **Account information:** Name, email address, phone number (optional), and authentication credentials.
- **Diagnostic inputs:** Business data you provide during diagnostic sessions, including revenue, channel mix, team structure, and other operational details.
- **Chat history:** Messages exchanged with Zoast during diagnostic sessions and follow-up conversations.
- **Uploaded files:** Documents, spreadsheets, and other files you upload for analysis.
- **Usage data:** Tier, subscription status, daily usage counts, and feature access logs.
- **Payment information:** Billing is processed entirely through Stripe. Sabalan Consulting does not store credit card numbers or payment credentials.

3. HOW WE USE YOUR INFORMATION

Your information is used to:

- Operate the Zoast diagnostic and deliver personalized outputs.
- Maintain your account, subscription, and usage limits.
- Improve the quality and accuracy of diagnostic outputs.
- Communicate with you about your account, results, or service updates.

We do not use your data for advertising. We do not sell your data to third parties.

4. THIRD-PARTY SERVICES

Zoast relies on the following third-party services to operate:

- **Anthropic Claude API:** Your diagnostic inputs and chat messages are sent to the Anthropic Claude API for AI processing. Anthropic's data handling is governed by their own privacy policy and terms of service.
- **Supabase:** Account data, diagnostic history, and uploaded files are stored in Supabase (hosted database and authentication).

© 2025 Sabalan, Inc. All rights reserved.

- **Stripe:** All payment processing is handled by Stripe. Sabalan Consulting does not have access to your full payment credentials.
- **Netlify:** Zoast is hosted on Netlify. Server logs may contain IP addresses and request metadata.
- **Formspree:** Contact information submitted through the Zoast marketing site is processed through Formspree.

By using Zoast, you acknowledge that your data may be processed by these third-party providers under their respective privacy policies.

5. DATA STORAGE & RETENTION

Diagnostic reads, saved data, chat history, and uploaded files are stored in Supabase for as long as your account is active. Free tier users' session data may not be persisted beyond the active session.

Sabalan Consulting reserves the right to delete inactive account data after 12 months of inactivity. You may request deletion of your data at any time (see Section 7).

6. COOKIES & LOCAL STORAGE

Zoast uses browser local storage to maintain session preferences, cached tier information, and usage counters. We do not use third-party tracking cookies, advertising pixels, or analytics services that share data with advertisers.

7. YOUR RIGHTS

You have the right to:

- **Access:** Request a copy of the data we hold about you.
- **Correction:** Request correction of inaccurate data.
- **Deletion:** Request deletion of your account and all associated data.
- **Portability:** Request your diagnostic data in a portable format.

To exercise any of these rights, email parsa@sabalanconsulting.com. We will respond within 5 business days.

California residents may have additional rights under the California Consumer Privacy Act (CCPA). Contact us for details.

8. DATA SECURITY

We use industry-standard security measures to protect your information, including encrypted connections (HTTPS), Supabase Row Level Security (RLS) policies, and secure API key management. However, no method of electronic storage or transmission is 100% secure, and we cannot guarantee absolute security.

9. CHILDREN'S PRIVACY

Zoast is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from minors. If you believe a minor has provided us with personal information, contact us and we will promptly delete it.

© 2025 Sabalan, Inc. All rights reserved.

10. UPDATES

This policy may be updated periodically. Material changes will be communicated via email or a notice on zoast.ai. Continued use of Zoast after updates constitutes acceptance of the revised policy.

11. CONTACT

For privacy questions, data requests, or concerns, contact Sabalan Consulting at parsa@sabalanconsulting.com or visit sabalanconsulting.com.

© 2025 Sabalan, Inc. All rights reserved.