

Privacy Policy

ScalePoint HR Candidate Evaluation Tool

Effective Date: May 17, 2026

Last Updated: May 17, 2026

This Privacy Policy describes how **ScalePoint HR LLC**, a California limited liability company ("ScalePoint HR," "we," "us," or "our"), collects, uses, and handles information in connection with the ScalePoint HR Candidate Evaluation Tool (the "Service"), available at app.scalepointhr.com.

This Privacy Policy applies only to the Service. Use of the ScalePoint HR marketing website at scalepointhr.com is governed by a separate Privacy Policy available on that site.

By using the Service, you agree to the practices described in this Privacy Policy. If you do not agree, do not use the Service.

1. Scope and Definitions

This Privacy Policy applies to information collected, used, or processed in connection with the Service. It is separate from the Privacy Policy that applies to scalepointhr.com.

For purposes of this Privacy Policy:

- **"Customer"** means the individual or organization that accesses the Service, submits materials for evaluation, and pays for use of the Service.
- **"Candidate"** means an individual whose materials (such as a resume) are submitted to the Service by a Customer for evaluation.
- **"Candidate Materials"** means resumes and any related information submitted to the Service by a Customer regarding a Candidate.
- **"Service"** means the ScalePoint HR Candidate Evaluation Tool available at app.scalepointhr.com.

The Service is intended primarily for business and hiring-related use, not personal, household, or consumer use.

2. Information We Collect

From Customers. When you use the Service, we may collect:

- Email address, if provided for receipts, support, or other communication;

- Billing information, processed through our payment provider Stripe (we do not store full payment card details);
- Information you voluntarily submit when contacting us, such as the content of support inquiries.

From Candidate Materials uploaded by Customers. When a Customer submits Candidate Materials, those materials may contain personal information about the Candidate, including name, contact information, employment history, education, and other content typically found in a resume.

Automatically collected. When the Service is used, we may collect basic technical and operational information such as browser type, IP address, timestamps, and diagnostic information necessary to operate and secure the Service.

3. How We Use Information

We use the information described above to:

- Provide and operate the Service;
- Process payments through Stripe;
- Generate and deliver evaluation output to the Customer;
- Maintain limited operational logs for security, troubleshooting, and Service operation;
- Communicate with Customers regarding the Service, including receipts, support responses, and material updates;
- Comply with legal obligations and enforce our Terms of Use.

What we do not do:

- We do not sell personal information.
- We do not use Customer or Candidate data to train our own models. We use OpenAI's API for AI processing, and under our current configuration, OpenAI does not use API-submitted data to train its models. Should this configuration change, we will update this Privacy Policy accordingly.
- We do not use Candidate data for marketing.
- We do not share Customer or Candidate data with third parties except as described in Section 5 below or as required by law.

4. How We Handle Candidate Data

Candidate data warrants distinct treatment because Candidates are generally not direct users of the Service. We receive Candidate data from the Customer.

Design intent. The Service is designed to reduce certain personal data from uploaded materials before AI processing. This reduction is a design feature, not a guarantee of complete de-identification.

Retention intent. The Service is designed to minimize retention of Candidate Materials and does not intentionally retain such materials after processing.

Browser session storage. To support workflow continuity during active use, the Service may store certain working data — including job description content and uploaded resume content — locally in your browser's session storage. This storage is local to your device, is not transmitted to or retained by ScalePoint HR's servers, and is cleared by your browser according to its own session-storage behavior (typically when the tab is closed).

Customer responsibility. As stated in our Terms of Use, the Customer is responsible for ensuring it has the legal right to submit Candidate Materials and for providing any notice or obtaining any consent required under applicable law. Candidates with questions about how their materials were submitted should generally direct those questions to the Customer (the company evaluating them).

5. Third-Party Service Providers

Certain functions of the Service are provided by third parties:

- **OpenAI** — AI processing. Candidate Materials, after the data-reduction step described in Section 4, are submitted to OpenAI's API for evaluation. OpenAI's handling of API-submitted data is governed by OpenAI's own policies.
- **Stripe** — Payment processing. Billing information is processed by Stripe in accordance with Stripe's own policies.
- **DigitalOcean** — Infrastructure hosting. The Service is hosted on infrastructure provided by DigitalOcean, which provides the operating environment for the Service.
- **Cloudflare** — Network security and traffic management. The Service is fronted by Cloudflare's edge network, which provides DDoS protection, web application firewall services, and the technical enforcement of geographic access restrictions. Cloudflare processes request metadata and may set technical cookies for security and bot-protection purposes.

Use of the Service involves processing of certain data by these providers in accordance with their own policies and practices. We are not responsible for the acts or omissions of these third-party providers.

6. Data Retention

We retain different categories of information for different periods:

- **Candidate Materials:** Designed not to be retained after processing.

- **Transaction records** (such as billing and receipt information): Retained as required for tax, accounting, and legal obligations.
- **Customer contact information** (such as email addresses provided for support or receipts): Retained for the duration of the business relationship and as legally required.
- **Operational and technical logs:** Retained for a limited period reasonably necessary for security, troubleshooting, and Service operation.

7. Data Security

We use reasonable measures designed to protect information processed by the Service, including encryption in transit, access controls, and infrastructure security provided by DigitalOcean.

No system is completely secure, and we cannot guarantee the security of information processed through or stored by the Service. You use the Service at your own risk.

8. Your Privacy Rights

For California residents. Under the California Consumer Privacy Act, as amended by the California Privacy Rights Act (collectively, "CCPA/CPRA"), you may have the following rights with respect to personal information we hold about you:

- The right to know what personal information we collect, use, and disclose;
- The right to request deletion of your personal information;
- The right to request correction of inaccurate personal information;
- The right to opt out of the sale or sharing of personal information (we do not sell or share personal information, but we honor opt-out requests); and
- The right not to receive discriminatory treatment for exercising any of these rights.

For residents of other US states. Several US states (including Virginia, Colorado, Connecticut, Utah, and others) have enacted privacy laws granting residents similar rights. Where you are a resident of a state whose law applies to ScalePoint HR's processing of your personal information, we will honor the rights granted under that law to the extent required.

How to make a request. To exercise any of these rights, email steve@scalepointhr.com with the subject line "Privacy Request" and describe the request. We may need to verify your identity before responding, which may require you to provide information sufficient to confirm that you are the person whose information is the subject of the request. We will respond within the timeframes required by applicable law.

9. Candidate Privacy Rights

Candidates whose materials are submitted to the Service may have privacy rights under applicable state law. Because ScalePoint HR generally receives Candidate Materials from a Customer rather than directly from the Candidate, the Customer is typically in the best position to respond to a Candidate's privacy request — including requests for access, deletion, or correction.

Because ScalePoint HR does not retain Candidate Materials after processing and does not maintain records linking individual Candidates to specific Customers, we may not be able to confirm whether your materials were ever submitted to the Service or by whom.

Candidates may contact ScalePoint HR directly at steve@scalepointhr.com with privacy-related questions. In responding to such requests, we may need to verify the Candidate's identity before disclosing or acting on any information.

10. Children's Privacy

The Service is not intended for use by individuals under the age of 18, and we do not knowingly collect personal information about individuals under 18. If we become aware that we have collected personal information about an individual under 18, we will take reasonable steps to delete it. If you believe a minor's personal information has been submitted to the Service, contact us at steve@scalepointhr.com.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make material changes, we will update the "Last Updated" date at the top of this Privacy Policy and, where appropriate, provide additional notice. Your continued use of the Service after changes take effect constitutes your acceptance of the revised Privacy Policy. If you do not agree to the revised Privacy Policy, you must stop using the Service.

12. Contact

For questions about this Privacy Policy or to exercise any of the rights described above, contact:

Steve Ruiz

ScalePoint HR LLC

steve@scalepointhr.com