NEXSCALE DIGITAL

HOW WE HANDLE PERSONAL INFORMATION

Privacy Policy

Effective date	27 November 2026
Version	2026.11
Applies to	Visitors, members, buyers and clients of NexScale Digital, and anyone who contacts us
Contact	support@nexscaledigital.shop · nexscaledigital.shop

IN SHORT

We collect only what we need to run your account and work with you: your Google name, email and photo, your mobile number and country, your orders, and what you send us. Payments go through PayMongo, so we never see your card number. Marketing emails are opt-in. We don't sell your data or use advertising trackers, and you can see, download or delete your data from your account settings. This policy follows the Data Privacy Act of 2012 and, where they apply, the GDPR and UK GDPR.

1. Who we are

1.1 NexScale Digital, a digital products and web studio in the Philippines operated by Janice Francisco and Alvin Francisco ("we", "us"), is responsible for the personal information described in this policy. Under the Data Privacy Act of 2012 (Republic Act 10173, the "DPA") we are the **personal information controller**.

1.2 **Data protection officer.** One of our founders acts as our data protection officer. You can reach them about anything in this policy at support@nexscaledigital.shop, with "Privacy" in the subject line.

1.3 **When we act for a client.** When we build or run a website, chatbot or automation for a client and handle personal information on the client's behalf, the client is the controller and we act as their **personal information processor** under a Data Processing Agreement. In that case the client's own privacy policy tells you how your information is used.

2. What we collect, and why

Information	What it is	Why we use it
Account	Your name, email address and profile photo, shared by Google when you sign in. We never see your Google password and don't ask for access to your Gmail, Drive, contacts or anything else.	To create and run your account, show who is signed in, and send account emails.

Profile and settings	Your mobile number and country, your chosen display currency, and your email choices.	To help with your orders and requests, show prices in a sensible currency, and respect your email choices.
Orders (when you buy on the Site)	What you bought, price, promo code, order number, payment status and payment method type (for example card or GCash).	To deliver downloads, send receipts and update notices, handle refunds, and keep records the tax rules require.
Payments	Handled entirely by PayMongo on its own page. We never see or store your full card number or e-wallet login. If you pay by our GCash QR instead, you send us the reference number and a screenshot of your GCash receipt, which we use only to confirm that payment and keep privately with your order.	To take payment securely.
Service requests and contact form	Name, email, subject and message, and optionally business name and phone.	To reply to you and, if you hire us, to scope and deliver the work.
Client project information	Contact details, project details, content and logins you give us for a project.	To deliver the project under our Master Service Agreement.
Chat	The messages you type, the page you were on, and a random ID stored in your browser.	To answer your questions (messages are processed by Anthropic's Claude), follow up, and improve answers.
Member suggestions	What you have bought and what is new.	To show "New for you" picks on your account page.
Visit counts	Pages and products viewed and clicked, the site you came from, and your country. No tracking cookie, and IP addresses are not stored.	To understand which pages are useful.
Server logs	IP address, browser type and pages requested, recorded by our host.	To keep the Site secure and running.

2.1 **Sensitive information.** We don't ask for sensitive personal information (such as health, religion, government ID numbers or financial account details). Please don't send it to us, including in the chat.

2.2 **Automated decisions.** We don't make decisions about you by automated means that have legal or similarly significant effects.

3. Our lawful reasons

3.1 We use personal information only where the DPA (and, where they apply, the GDPR and UK GDPR) allows it:

(a) **Contract:** to provide your account, orders, downloads, receipts, service requests and client projects.

(b) **Consent:** for marketing emails and for publishing a testimonial. You can withdraw consent at any time without affecting what we did before.

(c) **Legal obligation:** to keep tax and accounting records and to respond to lawful requests from authorities.

(d) **Legitimate interests,** balanced against your rights: keeping the Site secure, preventing fraud and misuse of our products, and understanding which pages are useful. You can object to this use.

4. Emails we send

4.1 **Service emails** are part of having an account, buying from us or working with us, and are sent whatever your marketing choices: receipts, download and update notices for products you bought, refund notices, replies to your messages, project communications, and important account or security notices.

4.2 **Marketing emails** are sent only if you opt in by ticking "New products and updates" or "Sales and promo codes". We record your choice and when you made it. Every marketing email has an unsubscribe link, and you can switch them off in your account settings at any time.

5. Information from Google

5.1 We use the name, email address and profile photo Google shares with us only to run your account and the services described in this policy. We don't sell it, use it for advertising, or share it except with the service providers listed in section 6. Our use of information received from Google follows the Google API Services User Data Policy, including its Limited Use requirements. You can remove our access at any time in your Google Account's security settings.

6. Who sees your information

6.1 Only the people who run NexScale Digital can see your information in our admin, each with their own protected login.

6.2 These service providers process information on our behalf, only to run the Site and our services, under their own data protection commitments:

Provider	What they do
Railway	Hosts the Site, its database and product files
Google	Sign-in, when you choose to sign in with Google
PayMongo	Processes payments made on the Site
GCash	Processes the payment when you pay by scanning our QR, under its own privacy notice
Resend	Delivers our emails, such as receipts and replies

Anthropic	Processes chat messages to write the assistant's replies
Etsy	Serves some product images; it can see your IP address when they load

6.3 We may also disclose information to authorities when the law requires it, or to protect our rights in a legal dispute.

6.4 We don't sell your personal information and don't share it for advertising.

6.5 If you buy on Etsy, Gumroad or Payhip, that platform's privacy policy covers the purchase.

6.6 If NexScale Digital is registered as a company or changes ownership, your information moves with the business under this policy, and we will tell you.

7. International transfers

7.1 Some of our providers store or process information outside the Philippines, for example in the United States. We use providers that are bound by contract to protect it to a standard comparable to the DPA, and, for people in the EU and UK, that offer recognised transfer safeguards.

8. Cookies and browser storage

8.1 We use a cookie to keep you signed in, and your browser's own storage to remember your cart, chosen currency and chat session. We don't use advertising or tracking cookies. Our Cookie Policy lists each item and how long it lasts.

9. How long we keep it

Information	How long
Account and profile	While you have an account. You can delete it yourself in your account settings.
Orders and payment records	As long as Philippine tax and accounting rules require, even after an account is deleted.
Contact messages, service requests and chat records	24 months, unless they are part of ongoing work with you.
Client project records	For the project and as long as needed for warranty, tax and legal claims, then deleted.
Marketing preferences	Until you unsubscribe or delete your account.
Server logs	A short period, set by our host.

10. Your rights

10.1 Under the DPA you have the right to be informed, to access, to object, to erasure or blocking, to correct, to data portability, to damages, and to file a complaint. If you are in the EU or UK, you have the equivalent rights under the GDPR or UK GDPR, including the right to restrict processing.

10.2 **In your account settings** you can change your mobile number, country, currency and email preferences, download a copy of your data, and delete your account. Deleting it erases your name, email, photo, mobile number and country; records of any orders are kept as tax rules require.

10.3 **By email.** For anything else, write to support@nexscaledigital.shop with "Privacy request" in the subject. It's free. We may ask you to confirm your identity, and we reply within 30 days at the latest.

10.4 **Complaints.** If you're unhappy with how we handled your information, you can complain to the National Privacy Commission of the Philippines (privacy.gov.ph), or to your local data protection authority if you live in the EU or UK. We'd appreciate the chance to put things right first.

11. Security

11.1 We protect personal information with organisational, physical and technical measures, including: HTTPS encryption on the whole Site; sign-in through Google; product files that only the buying account can download; admin access limited to the people who run the business, each with their own login; least-privilege access to provider dashboards; and keeping software up to date.

11.2 No system is perfectly secure. If a personal data breach is likely to put you at risk, we will notify you and the National Privacy Commission within 72 hours of becoming aware of it, as the law requires, and tell you what we are doing about it.

12. Children

12.1 The Site is for people aged 18 and over and for businesses. We don't knowingly collect information from children. If you believe we have, tell us and we will delete it.

13. Changes to this policy

13.1 If we change this policy in a way that matters, we update the date and version and, for anything significant, tell account holders by email or on the Site before the change takes effect.

14. Contact

NexScale Digital · Data protection officer: support@nexscaledigital.shop (subject: "Privacy") · nexscaledigital.shop