

Last Updated: 6/01/2026

Company: StringinLLC

App Name: ServiceLine

Contact: contact@servicelinllc.com

This Seller Privacy Policy explains how StringinLLC collects, uses, shares, and protects personal information from stringers and sellers who use the ServiceLine seller application, website, platform, and related services.

This policy applies to seller accounts, seller profiles, booking management, earnings features, payment setup, customer communications, and related seller services.

California privacy law gives California consumers certain rights over personal information, including rights to know, delete, correct, and opt out of certain uses or sharing of personal information where applicable.

1. Information We Collect

We may collect the following categories of information:

Account Information

This may include your name, email address, phone number, username, password, profile photo, business name, and account login information.

Seller Profile Information

This may include your service area, location, availability, experience, stringing machine information, services offered, pricing, description, ratings, reviews, and other information you choose to display on your profile.

Booking Information

This may include accepted bookings, declined bookings, completed services, customer names, pickup and drop-off details, racket details, string type, requested tension, service notes, deadlines, cancellation history, dispute history, and customer communications.

Location Information

We may collect location information to show customers nearby stringers, help coordinate bookings, improve search results, prevent fraud, and operate the Platform.

Depending on your settings, this may include approximate location, service area, address information, or device-based location.

Payment and Payout Information

We may collect payment-related information, including earnings, payout history, transaction records, platform fees, refunds, chargebacks, tax information, and payment account status.

Payment processing and payouts may be handled by Stripe. Stripe may collect banking, identity, tax, and payment information directly from you to verify your account and process payouts.

Identity and Verification Information

We may collect information used to verify your identity, eligibility, tax status, account ownership, or seller profile. This may include government identification information, date of birth, tax identification information, business information, or other verification data.

Some of this information may be collected directly by Stripe or another third-party service provider.

Communications

We may collect messages, emails, support requests, customer communications, feedback, reviews, and other communications related to your use of the Platform.

Device and Usage Information

We may collect information about your device and app usage, including IP address, device type, operating system, app version, browser type, pages viewed, features used, log data, crash reports, and diagnostic information.

Photos and Uploaded Content

If you upload photos, documents, profile images, racket photos, receipts, or other content, we may collect and store that content.

2. How We Use Information

We may use seller information to:

1. Create and manage seller accounts
2. Display seller profiles to customers

3. Match customers with nearby stringers
4. Process bookings
5. Enable customer and seller communications
6. Process payments, payouts, refunds, and chargebacks
7. Display earnings and payout history
8. Verify identity, tax information, and payout eligibility
9. Prevent fraud, abuse, theft, and misuse of the Platform
10. Investigate disputes, damage claims, missing racket claims, cancellations, and customer complaints
11. Provide customer support
12. Improve app functionality, safety, and user experience
13. Send service updates, booking notifications, payment notices, and policy updates
14. Comply with legal, tax, accounting, and regulatory obligations
15. Enforce our Terms of Service and other policies

3. How We Share Information

We may share information in the following ways:

With Customers

We may share your seller profile, name, photo, approximate location or service area, ratings, reviews, pricing, availability, services offered, and booking-related information with customers.

With Stripe and Payment Providers

We may share information with Stripe or other payment providers to process payments, issue payouts, verify accounts, prevent fraud, handle disputes, and support tax reporting. Stripe Tax can also support tax calculation and reporting workflows for platforms and connected accounts.

With Service Providers

We may share information with companies that help us operate the Platform, including hosting providers, analytics providers, customer support tools, communication providers, fraud prevention vendors, identity verification providers, and cloud storage providers.

With Legal, Tax, and Compliance Parties

We may share information with government agencies, courts, law enforcement, tax authorities, attorneys, accountants, or other parties when required by law or when we believe disclosure is necessary to protect rights, safety, property, users, or the Platform.

In Business Transfers

If we are involved in a merger, acquisition, financing, sale of assets, bankruptcy, or other business transaction, your information may be transferred as part of that transaction.

With Your Consent

We may share information when you direct us to do so or give us permission.

4. Taxes and Payment Reporting

We may use seller information to support tax reporting, payment reporting, and compliance obligations.

Depending on the payment setup, Stripe or the Platform may be involved in collecting tax information and preparing certain tax forms. Stripe's documentation states that tax-reporting responsibility can depend on the Connect account and pricing structure.

You are responsible for ensuring your tax information is accurate and up to date.

5. Location Data

We may use location data to:

1. Show your profile to nearby customers
2. Help customers evaluate distance or service availability
3. Coordinate pickup, drop-off, or service logistics
4. Improve search and matching
5. Prevent fraud or misuse
6. Support safety and dispute resolution

You may be able to control certain location permissions through your device settings. However, some features may not work properly if location access is disabled.

6. Reviews and Public Profile Content

Information you choose to include in your seller profile may be visible to customers and other users. This may include your name, profile photo, service description, pricing, approximate location, reviews, ratings, and service history.

Customer reviews may be displayed publicly or within the Platform.

Do not include sensitive personal information in your public profile unless you want it to be visible.

7. Data Retention

We keep information for as long as reasonably necessary to operate the Platform, provide services, comply with legal and tax obligations, resolve disputes, prevent fraud, enforce agreements, and maintain business records.

We may retain certain booking, payment, tax, dispute, and account records after you close your account where required or permitted by law.

8. Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information.

However, no system is completely secure. We cannot guarantee that information will never be accessed, used, or disclosed without authorization.

9. Your Choices

Depending on your location and applicable law, you may have rights to:

1. Access personal information we hold about you
2. Correct inaccurate information
3. Delete certain information
4. Request a copy of your information
5. Opt out of certain marketing communications
6. Limit certain uses of sensitive personal information where applicable
7. Opt out of certain sales or sharing of personal information where applicable

You may also update some account and profile information directly in the app.

10. California Privacy Rights

If you are a California resident, you may have rights under the California Consumer Privacy Act, as amended by the California Privacy Rights Act. These rights may include the right to know, access, delete, correct, and opt out of certain sales or sharing of personal information.

To exercise privacy rights, contact us at:

contact@servicelinellc.com

We will not discriminate against you for exercising your privacy rights.

11. Marketing Communications

We may send you service-related messages, including booking notifications, payout notices, security alerts, and policy updates. These are not optional if they are necessary to provide the Platform.

We may also send promotional messages. You can opt out of promotional emails by following the unsubscribe instructions or contacting us.

12. Children's Privacy

The seller app is not intended for individuals under 18. We do not knowingly collect personal information from children under 13.

If we learn that we have collected personal information from a child where prohibited by law, we will take appropriate steps to delete it.

13. International Users

If you access the Platform from outside the United States, your information may be processed in the United States or other countries where we or our service providers operate.

Privacy laws in those countries may differ from the laws where you live.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we may notify you by email, in-app notice, or another reasonable method.

Your continued use of the Platform after the updated Privacy Policy becomes effective means you acknowledge the updated policy.

15. Contact Us

Questions about this Privacy Policy may be sent to:

ServiceLine

contact@servicelinellc.com
