

PIECES Privacy Policy

Effective Date: March 22, 2026

This Privacy Policy describes how PIECES Market, Inc. ("PIECES," "we," "us," or "our") collects, uses, and shares information about you when you use our iOS application and related services (collectively, the "Service"). By using the Service, you agree to the practices described in this policy.

1. Information We Collect

We collect information you provide directly to us, including:

- Account information: name, email address, date of birth, and password when you register.
- Profile information: profile photo and any optional details you add to your account.
- Seller information: business name, payment details, and identity verification documents provided to our payment processor (Stripe) or escrow provider (Escrow.com).
- Transaction data: listings you create, offers you make or receive, and purchase history.
- Communications: messages you send to other users through our in-app messaging.
- Photos and images: artwork photographs you upload when creating listings.

We also collect information automatically when you use the Service, including:

- Usage data: screens viewed, features used, search queries, and interactions with listings.
- Device information: device type, operating system version, and unique device identifiers.
- Crash and error data: technical information about errors or crashes collected via Sentry.

2. How We Use Your Information

We use the information we collect to:

- Create and manage your account and provide the Service.
- Process transactions, including payment processing via Stripe and escrow services via Escrow.com.

- Send transactional emails including offer notifications, payment confirmations, and account alerts via Resend.
- Personalize your experience and improve our search and recommendation features.
- Monitor and analyze usage patterns to improve the Service (via PostHog analytics).
- Detect, investigate, and prevent fraudulent or unauthorized activity.
- Comply with legal obligations.

3. How We Share Your Information

We do not sell your personal information. We may share your information with:

- Other users: your public profile, listings, and seller information are visible to other users of the Service.
- Service providers: Supabase (database and authentication), Stripe (payments and identity verification), Escrow.com (escrow transactions), Resend (email delivery), Sentry (error monitoring), PostHog (analytics), and Algolia (search).
- Legal authorities: when required by law, court order, or to protect the rights and safety of PIECES or others.
- Business transfers: in connection with a merger, acquisition, or sale of all or part of our assets.

4. Data Retention

We retain your information for as long as your account is active or as needed to provide the Service. You may request deletion of your account and associated data by contacting us at kyle@pieces.market. We may retain certain information as required by law or for legitimate business purposes.

5. Your Rights and Choices

You may access, update, or correct your account information at any time through the app. You may also:

- Opt out of marketing communications by following the unsubscribe instructions in any email we send.
- Request deletion of your account and personal data by emailing kyle@pieces.market.
- California residents may have additional rights under the California Consumer Privacy Act (CCPA).

6. Security

We take reasonable measures to protect your information, including encryption of data in transit and at rest. However, no security system is impenetrable, and we cannot guarantee the security of our systems absolutely.

7. Children's Privacy

The Service is not directed to children under 13. We do not knowingly collect personal information from children under 13. If you believe we have collected information from a child under 13, please contact us at kyle@pieces.market.

8. Third-Party Links

The Service may contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties and encourage you to review their privacy policies.

9. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the new policy in the app and updating the effective date above. Your continued use of the Service after any changes constitutes your acceptance of the updated policy.

10. Contact Us

If you have questions about this Privacy Policy, please contact us at:

PIECES Market, Inc.

kyle@pieces.market