Privacy Policy

Introduction

Welcome to Biguests, a platform developed by Buy Byte Tech, a DBA of Gold Mint Group LLC, designed to help businesses grow their customer databases, enhance loyalty, and drive sales through targeted email and SMS campaigns. This Privacy Policy outlines how we collect, use, store, and protect personal information gathered through our platform, ensuring compliance with applicable laws and the requirements of our service partners, including Twilio and Mailgun.

Data Collection

Biguests collects personal data from Customers (end-users of our Clients) through various methods, including forms linked to coupons, referrals, and specials. The information collected may include, but is not limited to, name, last name, email address, and cellphone number. By providing this information, Customers consent to receive communications from the specific brand they signed up with, exclusively for offers and brand-related information.

Data Usage

The collected data is utilized solely to enhance marketing campaigns, facilitate loyalty programs, and execute targeted email and SMS communications as requested by Biguests' Clients. We ensure that all communications comply with applicable regulations and provide clear opt-out options.

Data Storage and Security

Buy Byte Tech utilizes Amazon Web Services (AWS) as our server and security provider. AWS offers industry-leading security features and infrastructure to ensure that all data hosted on Biguests is stored securely and protected against unauthorized access, loss, or misuse. We regularly review our security practices to maintain the highest standards of data protection.

No Use of Cookies or Tracking Technologies

Biguests does not use cookies or any other tracking technologies to monitor user behavior or collect data beyond the information explicitly provided through forms.

Opt-Out Policy

Biguests provides an easy and efficient opt-out mechanism for all Customers. Any Customer who responds to an email or SMS requesting removal from a Client's campaign will be promptly

excluded from future communications. We maintain strict compliance with opt-out requests to ensure a respectful and compliant communication process.

Data Ownership

While Biguests facilitates the collection and storage of customer data, the database belongs to each Client. Biguests acts solely as a service provider, managing data securely and ensuring compliance with data protection regulations.

Refund and Cancellation Policy

Biguests operates on a monthly subscription model. Clients may cancel their subscription at any time by providing written notice to hello@buybytetech.com at least 30 days before the end of their billing cycle. Refunds are not provided for partial months of service, except under exceptional circumstances as detailed in our Refund and Cancellation Policy.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Clients and Customers will be notified of significant changes through appropriate channels.

Contact Us

For any questions regarding this Privacy Policy, please contact us at hello@buybytetech.com.

Effective Date: January 1st - 2025

Terms of Service (ToS)

Introduction

These Terms of Service ("Terms") govern your access to and use of Biguests, a database marketing platform developed by Buy Byte Tech, a DBA of Gold Mint Group LLC ("we," "our," or "us") created in the state of Florida. By accessing or using Biguests, you agree to comply with and be bound by these Terms. If you do not agree with these Terms, please do not use our services.

Definitions

- **Biguests**: The software-as-a-service (SaaS) platform developed by Buy Byte Tech, providing database marketing tools to licensed Clients.
- **Client**: A company or entity that has obtained a license to use Biguests.
- **Customer**: An individual who interacts with a Client's brand through Biguests, providing personal information to receive offers and communications.

Service Description

Biguests offers a comprehensive suite of tools for database marketing, including but not limited to:

- Product and service catalog management
- Coupon and special offer generation
- Referral and rewards programs
- Campaign generator for email and SMS marketing

Client Responsibilities

Clients agree to:

- Use Biguests in compliance with all applicable laws and regulations.
- Obtain valid consent from Customers before collecting their personal data.
- Ensure that all marketing communications sent through Biguests are lawful and non-spammy.
- Maintain the accuracy and integrity of data stored on the platform.

Acceptable Use

Clients and their authorized users must not:

- Use Biguests to send unsolicited or unauthorized marketing messages.

- Engage in activities that could harm, disrupt, or interfere with the platform.
- Reverse engineer, decompile, or attempt to extract the source code of Biguests.

Data Ownership and Security

- All Customer data collected through Biguests is owned by the respective Client.
- Biguests, hosted on AWS, employs robust security measures to protect data.
- We adhere to applicable data protection laws and provide tools to manage data securely.

No Use of Cookies or Tracking Technologies

Biguests does not use cookies or any other tracking technologies to monitor user behavior or collect additional data beyond what is explicitly provided by Customers through forms.

Cancellation and Refund Policy

Biguests operates on a monthly subscription model. Clients may cancel their subscription at any time by providing written notice to hello@buybytetech.com at least 30 days before the end of their billing cycle. Refunds are not provided for partial months of service, except under exceptional circumstances as detailed in our Refund and Cancellation Policy.

Termination

We reserve the right to suspend or terminate a Client's access to Biguests if they violate these Terms or engage in prohibited activities.

Limitation of Liability

To the fullest extent permitted by law, Buy Byte Tech (Gold Mint Group LLC) shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from the use of Biguests.

Changes to Terms

We may update these Terms from time to time. Clients will be notified of significant changes through appropriate channels.

Governing Law

These Terms shall be governed by and construed in accordance with the laws of the state of Florida, without regard to its conflict of law principles.

Contact Us

For questions regarding these Terms, please contact us at hello@buybytetech.com.

Data Processing Agreement (DPA)

Introduction

This Data Processing Agreement ("DPA") is an addendum to the Terms of Service between Buy Byte Tech, a DBA of Gold Mint Group LLC ("Processor") and the Client ("Controller") using the Biguests platform. This DPA governs the processing of personal data collected through the Biguests platform, ensuring compliance with applicable data protection laws.

Definitions

- **Controller**: The Client, a legal entity that determines the purposes and means of processing personal data using Biguests.
- **Processor**: Buy Byte Tech, acting on behalf of the Controller to process personal data within the scope of the Biguests platform.
- **Personal Data**: Any information relating to an identified or identifiable natural person, as defined by applicable data protection laws.
- **Data Subject**: The individual whose personal data is processed through Biguests, typically the Customer of the Client.
- **Processing**: Any operation or set of operations performed on personal data, including collection, storage, use, transfer, or deletion.

Scope of Data Processing

The Processor will process Personal Data solely for the purpose of delivering services through the Biguests platform, including:

- Collecting data via coupons, referrals, and special offers.
- Managing databases for marketing campaigns.
- Facilitating email and SMS communications as authorized by the Controller.

Data Protection Obligations

Processor's Obligations

The Processor agrees to:

- Process Personal Data only on documented instructions from the Controller.
- Implement appropriate technical and organizational measures to ensure data security, including the use of AWS as a secure server provider.
- Maintain data confidentiality and prevent unauthorized access.
- Assist the Controller in fulfilling data subject requests (e.g., access, rectification, deletion).

- Notify the Controller promptly of any data breach affecting Personal Data.

Controller's Obligations

The Controller agrees to:

- Obtain valid consent from Data Subjects before processing Personal Data through Biguests.
- Provide accurate and up-to-date data to be processed by the Processor.
- Use the Biguests platform in compliance with applicable data protection laws.

Subprocessors

The Processor may engage subprocessors, including but not limited to:

- **Amazon Web Services (AWS)** for data hosting and security.
- **Twilio** for SMS campaign delivery.
- **Mailgun** for email marketing services. The Processor will ensure that any subprocessor complies with data protection obligations equivalent to those outlined in this DPA.

Data Retention and Deletion

The Processor will retain Personal Data only as long as necessary to provide services through Biguests or as required by applicable laws. Upon termination of services, Personal Data will be deleted or returned to the Controller, at the Controller's discretion.

Data Subject Rights

The Processor will assist the Controller in responding to requests from Data Subjects, including but not limited to:

- Accessing their Personal Data
- Correcting inaccurate data
- Deleting data upon request
- Opting out of marketing communications

Limitation of Liability

The Processor's liability for any data processing-related claims shall be limited to the extent permitted by law, and as outlined in the Biguests Terms of Service.

Governing Law

This DPA shall be governed by and construed in accordance with the laws of the state of Florida, without regard to its conflict of law principles.

Contact Information

For any questions related to this DPA, please contact us at hello@buybytetech.com.

Cookie Policy

Introduction

Biguests, developed by Buy Byte Tech (a DBA of Gold Mint Group LLC), is committed to providing a transparent and secure experience for all users. This Cookie Policy outlines our approach to cookies and similar tracking technologies.

No Use of Cookies or Tracking Technologies

Biguests does not use cookies, web beacons, pixels, or any other tracking technologies on its platform. We do not collect, monitor, or track user behavior through automated technologies. Any data collected through Biguests is provided directly by the user through forms associated with coupons, referrals, and special offers.

Data Collection

All personal data collected through Biguests is obtained explicitly through user-provided information such as name, last name, email, and cellphone number. This data is collected solely for the purpose of executing email and SMS marketing campaigns on behalf of our Clients.

Third-Party Services

While Biguests does not use cookies, our platform integrates with third-party services such as Mailgun for email marketing and Twilio for SMS messaging. These third parties may have their own data collection practices, which are governed by their respective privacy policies.

Changes to This Policy

We may update this Cookie Policy from time to time to reflect changes in our practices or legal requirements. Any significant changes will be communicated to users through appropriate channels.

Contact Us

If you have any questions regarding this Cookie Policy, please contact us at hello@buybytetech.com.

Effective Date: January 1st - 2025

Anti-Spam Policy

Introduction

Biguests, a platform developed by Buy Byte Tech (a DBA of Gold Mint Group LLC), is committed to ensuring that all email and SMS marketing campaigns conducted through our platform comply with applicable anti-spam laws and best practices. This Anti-Spam Policy outlines our strict guidelines to prevent and address any instances of unsolicited communications.

Compliance with Anti-Spam Laws

Biguests adheres to all relevant anti-spam regulations, including but not limited to:

- **CAN-SPAM Act (USA)**
- **GDPR (European Union)**
- **CASL (Canada)**

Consent-Based Communication

All marketing communications sent through Biguests require explicit consent from recipients. Biguests Clients are responsible for ensuring that Customers have provided valid consent through forms associated with coupons, referrals, or special offers. Consent includes agreeing to receive emails and SMS messages solely related to the specific brand they signed up with.

Use of Third-Party Services

Biguests integrates with Mailgun for email marketing services. Our use of Mailgun is governed by Mailgun's Acceptable Use Policy, and we ensure that all campaigns comply with Mailgun's standards and applicable laws.

Prohibited Activities

Biguests prohibits its Clients from using our platform for:

- Sending unsolicited bulk emails (spam)
- Engaging in deceptive or misleading practices
- Using purchased, rented, or third-party email lists
- Failing to provide clear opt-out options in every communication

Opt-Out and Unsubscribe Policy

Biguests provides robust opt-out mechanisms for all recipients. Any Customer who requests removal from a Client's campaign will be promptly excluded from future communications. Our system automatically manages opt-outs to ensure compliance with anti-spam laws.

Monitoring and Enforcement

Biguests actively monitors the use of its platform to detect and prevent spam-related activities. Clients found in violation of this policy may face account suspension or termination.

Reporting Abuse

If you believe you have received unsolicited communications through the Biguests platform, please contact us immediately at hello@buybytetech.com. We will investigate all reports promptly and take appropriate action.

Contact Information

For any questions related to this Anti-Spam Policy, please reach out to us at hello@buybytetech.com.

Effective Date: January 1st - 2025

Security Policy

Introduction

Biguests, a platform developed by Buy Byte Tech (a DBA of Gold Mint Group LLC), prioritizes the security of all data processed through our services. We are committed to implementing robust security measures to protect Client and Customer data, leveraging the advanced security features and tools provided by Amazon Web Services (AWS).

Data Hosting and Security Infrastructure

All Client databases within the Biguests platform are hosted exclusively on AWS servers. By utilizing AWS, Biguests benefits from industry-leading security standards, including:

- **Data Encryption:** AWS provides encryption at rest and in transit, ensuring that all data is protected from unauthorized access.
- **Access Control:** Biguests employs AWS Identity and Access Management (IAM) to enforce strict access controls, allowing only authorized personnel to manage databases.
- **Monitoring and Logging:** AWS CloudTrail and CloudWatch are utilized to monitor and log all activities within the Biguests environment, providing transparency and aiding in security incident detection.
- **Network Security:** AWS Virtual Private Cloud (VPC) and firewall services are used to secure network traffic and prevent unauthorized access.

Data Ownership and Management

While every Client retains ownership of their database, Biguests ensures that all data is securely stored and managed on our AWS infrastructure. Our team implements best practices for database security, including regular backups, data redundancy, and compliance with data protection regulations.

Incident Response

In the event of a security incident, Biguests has established protocols to respond promptly. This includes:

- **Incident Identification:** Utilizing AWS monitoring tools to detect and assess security threats.
- **Containment and Mitigation:** Implementing immediate measures to contain and mitigate any identified risks.
- **Notification:** Informing affected Clients of any incidents involving their data in compliance with regulatory requirements.

- **Resolution and Prevention:** Conducting a thorough investigation to resolve the issue and implementing measures to prevent future occurrences.

Compliance and Best Practices

Biguests adheres to applicable data protection laws and industry best practices, regularly reviewing and updating our security measures to align with evolving standards. Our reliance on AWS ensures compliance with major regulatory frameworks, including GDPR, CCPA, and others as applicable.

Contact Information

For any questions related to our security practices, please contact us at hello@buybytetech.com.

Effective Date: January 1st - 2025

Refund and Cancellation Policy

Introduction

This Refund and Cancellation Policy applies to all Clients of Biguests, a Software as a Service (SaaS) platform developed by Buy Byte Tech, a DBA of Gold Mint Group LLC. By subscribing to Biguests, Clients agree to comply with this policy regarding subscription cancellations, refunds, and billing procedures.

Subscription Model

Biguests operates on a monthly subscription model with no long-term contractual obligation. Clients may continue using the platform on a month-to-month basis and may cancel their subscription at any time in accordance with this policy.

Cancellation Policy

Clients wishing to terminate their subscription must provide written notice via email to hello@buybytetech.com at least 30 days before the end of their current billing cycle. Upon receiving the cancellation request, Biguests will confirm the termination date and provide instructions on data management and access termination.

Refund Policy

Biguests maintains a no-refund policy for any fees paid, including but not limited to:

- Partial months of service
- Unused features or services
- Early termination of the subscription

Refunds may be considered only in exceptional circumstances, at the sole discretion of Buy Byte Tech, such as:

- Prolonged technical issues directly caused by Biguests that prevent the Client from accessing critical features of the platform
- Errors in billing resulting in overpayment

Billing Disputes

Clients are responsible for reviewing all invoices and billing statements. Any disputes regarding charges must be submitted in writing to hello@buybytetech.com within 30 days of the billing date. Biguests will investigate all claims promptly and, if applicable, apply appropriate credits to the Client's account.

Service Access Upon Cancellation

Upon cancellation, Clients will retain access to the Biguests platform until the end of their current billing cycle. After this period, access will be revoked, and all data associated with the Client's account will be securely deleted unless otherwise requested.

Contact Information

For any questions or claims related to this Refund and Cancellation Policy, please contact us at hello@buybytetech.com.

Effective Date: January 1st - 2025

Compliance Policy

Introduction

Biguests, a platform developed by Buy Byte Tech (a DBA of Gold Mint Group LLC), is committed to maintaining compliance with applicable laws, regulations, and industry standards. This Compliance Policy outlines our approach to ensuring that Biguests operates in accordance with data protection laws, anti-spam regulations, and best practices for software-as-a-service (SaaS) platforms.

Regulatory Compliance

Biguests adheres to the following regulatory frameworks and standards, where applicable:

- **General Data Protection Regulation (GDPR)** - European Union
- **California Consumer Privacy Act (CCPA)** - California, USA
- **CAN-SPAM Act** - USA
- **Canadian Anti-Spam Legislation (CASL)** - Canada
- **Payment Card Industry Data Security Standard (PCI DSS)** - if applicable to payment processing

Data Protection and Privacy

Biguests implements strict data protection measures to comply with privacy laws, including:

- Collecting and processing personal data only with explicit consent
- Utilizing Amazon Web Services (AWS) for secure data hosting and management
- Maintaining a clear and transparent Privacy Policy outlining data usage
- Providing mechanisms for data subjects to exercise their rights, including access, correction, and deletion of their personal data

Anti-Spam Compliance

Biguests ensures that all email and SMS marketing campaigns conducted through its platform comply with anti-spam regulations. Our Anti-Spam Policy includes:

- Requiring explicit opt-in consent from Customers before sending communications
- Including clear opt-out mechanisms in every message
- Monitoring compliance with Mailgun and Twilio's acceptable use policies

Security Compliance

The platform uses AWS security features to maintain compliance with industry standards for data security. These measures include:

- Data encryption at rest and in transit
- Secure access controls and identity management
- Regular security assessments and monitoring

Subscription and Financial Compliance

Biguests operates on a monthly subscription model with clear terms outlined in the Refund and Cancellation Policy. We comply with financial regulations related to billing, refunds, and cancellations, ensuring transparency and fairness in all transactions.

Compliance Monitoring and Reporting

Biguests regularly reviews its policies and practices to ensure ongoing compliance with legal and regulatory requirements. Any suspected violations of compliance should be reported to hello@buybytetech.com for prompt investigation and resolution.

Contact Information

For any questions related to this Compliance Policy, please contact us at hello@buybytetech.com.

Effective Date: January 1st - 2025