

PRIVACY POLICY

Apogee Resumes LLC

Effective Date: September 1, 2026

Last Updated: September 1, 2026

This Privacy Policy explains how Apogee Resumes LLC (“Apogee Resumes,” “we,” “us,” or “our”), a Louisiana limited liability company, collects, uses, discloses, retains, and protects information when you use our website and services (the “Service”), including our engineering project guide PDFs and our AI-powered resume-to-job-description skill matching tool.

This Privacy Policy is intended to describe our privacy practices in a clear and transparent manner. It does not limit any rights you may have under applicable privacy laws. Your use of the Service is also subject to our Terms of Service. By using the Service, you agree to the practices described in this Privacy Policy. If you do not agree with this Privacy Policy or our Terms of Service, please do not use the Service.

1. INFORMATION WE COLLECT

For purposes of this Privacy Policy, “personal information” means information that identifies, relates to, describes, or could reasonably be linked to an identifiable individual or household. Information that has been de-identified or aggregated so that it cannot reasonably be linked to an identifiable individual is treated as de-identified information and is not considered personal information to the extent permitted by applicable law.

1.1 Purchase and Order Information

When you purchase a project guide, we collect the information necessary to process your order and deliver your purchase, including your email address and order details (such as items purchased, price, date, and transaction status). Payment card information is collected and processed directly by our payment processor, Stripe, Inc. We do not collect, transmit, or store your full payment card number, expiration date, or security code on our own servers.

When you provide a delivery email address at checkout, we use that address to deliver your purchase and related transactional communications.

1.2 Resume and Job Description Information (AI Skill Matching Tool)

If you use our AI-powered skill matching tool, you may upload or paste a resume and a job description. The information you submit is used to generate your requested skill comparison and guide recommendations.

Resumes and job descriptions may contain personal information, including employment history, education, contact information, and other information you choose to include. You should not submit information that you do not want processed for purposes of the requested analysis.

Our current processing practices are as follows:

- Your resume and job description text are processed transiently, in memory, for the purpose of generating your results.
- The submitted text is transmitted over an encrypted connection to our third-party AI processing provider solely to perform the requested analysis.
- Our AI processing provider is configured for Zero Data Retention (“ZDR”) for the applicable API processing. Under the current ZDR configuration, prompts and model outputs are not persisted at the inference layer.
- We do not intentionally save or store the substantive text of your resume or job description in our own application database or file storage.
- Once processing is complete, the submitted resume and job description content is not retained by our application as part of your user record.
- We do not use the substantive content of your resume or job description to train our own artificial intelligence models.

Because our Service depends on third-party infrastructure, no internet transmission or processing system can be guaranteed to be completely secure or error-free. We will use the practices described in this Policy and our service providers' applicable contractual and technical safeguards to protect submitted information.

1.3 De-Identified and Aggregate Skill Data

After generating your results, we may retain de-identified and aggregate information derived from the analysis, including, for example, technical skills identified as required in a job description, skills identified as present in a resume, skills identified as gaps, and project guides recommended.

We intend to maintain this information in a form that is not reasonably capable of being linked back to you or your specific submission, and we will not intentionally attempt to re-identify de-identified information except as permitted or required by law.

This information may be used to understand general trends, improve our product catalog and recommendations, develop or improve project guides, and analyze which skills are commonly requested or missing.

1.4 Website, Cookies, and Technical Information

When you visit our website or use the Service, our hosting and infrastructure providers may automatically collect standard technical information, such as IP address, browser type, device type, operating system, pages visited, referring pages, timestamps, and other usage or diagnostic information, for purposes of operating, securing, debugging, and maintaining the Service.

We may use cookies or similar technologies that are reasonably necessary to operate the website and Service. We do not currently use third-party advertising trackers or sell personal information for targeted advertising.

We may store hashed or otherwise protected IP-address information for a limited period to prevent abuse, fraud, or overuse of the skill matching tool. As described in Section 4, hashed IP addresses are retained for approximately 12 hours and then deleted.

1.5 Communications

If you contact us directly (for example, for customer support, technical assistance, or a refund request), we collect the information you provide in that communication, including your email address and the content of your message, in order to respond to you, administer your request, maintain appropriate business records, and protect the Service.

2. HOW WE USE INFORMATION

We use information described in this Privacy Policy for the following purposes:

- To process and fulfill purchases and deliver purchased project guides;
- To operate the AI skill matching tool and return requested results;
- To provide customer support and respond to inquiries, refund requests, and other communications;
- To improve our product catalog, project guide content, and recommendations using de-identified and aggregate skill data;
- To send transactional communications relating to purchases, delivery, account or service activity, and support requests;
- To maintain the security, integrity, availability, and proper functioning of the Service, including detecting and preventing fraud, abuse, unauthorized access, and excessive or automated use;
- To comply with applicable legal, tax, accounting, regulatory, and law-enforcement requirements; and
- To establish, exercise, or defend our legal rights and enforce our agreements.

We do not sell your personal information. We do not use your resume or job description content for advertising or targeted advertising, and we do not use that content to train an artificial intelligence model.

3. THIRD-PARTY SERVICE PROVIDERS

We use third-party service providers to operate the Service. These providers may process information on our behalf or, depending on the service and applicable law, process certain information under their own privacy policies. We seek to limit the information provided to each provider to what is reasonably necessary for its function.

Our current principal service providers include:

- **Payment Processing:** Stripe, Inc. — processes payment card information and order transactions. Stripe's handling of personal information is governed by its own privacy policy and applicable terms.
- **Email Delivery:** Resend — sends transactional emails, including delivery of signed, time-limited download links for purchased PDFs. Email delivery may involve processing email addresses, message content, delivery information, and related metadata.
- **Database and File Storage:** Supabase — stores order records, our project guide catalog, inquiries submitted through the "Contact" page, hashed IP addresses used for abuse prevention, and de-identified aggregate skill data. Purchased PDF files are stored in a private, access-controlled location and are made accessible to you through signed links that expire after a limited time.
- **AI Processing:** xAI Corp. ("xAI") — processes resume and job description text submitted to the skill matching tool through its Grok API. Our current API configuration is intended to use Zero Data Retention for this processing. xAI states that it does not train on API inputs or outputs without explicit permission and that ZDR prevents prompts and outputs from being persisted at the inference layer. xAI's handling of information is also governed by its applicable privacy policy, API terms, and data-processing terms.
- **Hosting and Application Infrastructure:** Vercel — hosts our website and application infrastructure and may process technical information, logs, and application data as necessary to provide those services.

Our service providers may use their own subprocessors to provide their services. Their handling of information is governed by their applicable privacy notices, data-processing terms, and contractual commitments.

We do not share the substantive content of your resume or job description with third parties other than the AI processing provider described above, except as necessary to comply with law, protect the Service, or respond to a legal process.

4. DATA RETENTION

We retain information for as long as reasonably necessary for the purposes described in this Privacy Policy, including to provide the Service, complete transactions, maintain business and tax records, resolve disputes, prevent fraud and abuse, and comply with legal obligations.

- **Resume and job description content:** We do not intentionally retain the substantive resume or job description content in our application database or file storage after processing. Our current AI provider configuration uses ZDR for this processing.
- **De-identified and aggregate skill data:** May be retained for as long as reasonably useful for product development, analytics, and recommendation purposes, provided it is maintained in a form that is not reasonably capable of being linked back to an identifiable individual.
- **Order and purchase records:** Retained as reasonably necessary to fulfill orders, provide customer support, process refunds, maintain business records, prevent fraud, and comply with tax, accounting, and other legal obligations.
- **Support communications:** Retained as reasonably necessary to respond to and document the inquiry, administer the customer relationship, resolve disputes, improve the Service, and comply with legal obligations.
- **Hashed IP addresses:** Retained for approximately 12 hours for security and abuse-prevention purposes and then deleted, subject to any temporary preservation required for security incidents or legal obligations.

We may retain information for longer periods when necessary to comply with law, resolve disputes, enforce agreements, protect our rights, or prevent fraud or abuse.

5. YOUR PRIVACY RIGHTS AND CHOICES

Depending on where you live and applicable law, you may have rights regarding personal information we maintain about you. These rights may include the right to:

- Confirm whether we process personal information about you;
- Access or obtain a copy of personal information we maintain about you;
- Request correction of inaccurate personal information;
- Request deletion of personal information, subject to applicable exceptions;
- Obtain certain personal information in a portable format;
- Opt out of certain processing activities where applicable, including the sale of personal information, targeted advertising, or certain profiling activities; and
- Appeal a decision concerning a privacy request where applicable law provides an appeal right.

Because we do not intentionally retain the substantive text of your resume or job description after processing, there generally will not be a stored copy of that content for us to provide, correct, or delete after processing is complete.

For other information we hold about you, you may submit a privacy request by contacting us at support@apogeeresumes.com. We may need to verify your identity before completing a request. We may deny or limit a request where permitted by applicable law, including where we must retain information for legal, tax, accounting, security, fraud-prevention, or other legitimate purposes.

We do not discriminate against you for exercising privacy rights available to you under applicable law.

If you are entitled to rights under a state or other applicable privacy law, we will honor valid requests as required by that law.

6. DATA SECURITY

We use commercially reasonable administrative, technical, and organizational safeguards designed to protect information in our possession. These measures include encrypted connections (HTTPS/TLS) for data in transit, encryption at rest where supported by our service providers, access-controlled private storage for purchased files, and signed, expiring links rather than public URLs for file delivery.

No method of transmission, processing, or storage is completely secure, and we cannot guarantee absolute security. If we determine that a security incident requires notice under applicable law, we will provide notice as required by that law.

7. CHILDREN'S PRIVACY

The Service is intended for engineering students and professionals and is not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If you believe a child has provided personal information to us, please contact us at support@apogeeresumes.com so we can investigate and take appropriate action.

8. INTERNATIONAL USERS

Our Service is operated from the United States. If you access the Service from outside the United States, your information may be processed and stored in the United States and by service providers located in the United States or other jurisdictions. Those jurisdictions may have data-protection laws that differ from the laws of your jurisdiction.

9. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in our Service, technology, legal requirements, or privacy practices. We will post the revised Privacy Policy on the Service and update the "Last Updated" date at the top of this page.

If we make material changes to how we collect, use, disclose, or retain personal information, we may provide additional notice when required by applicable law.

10. GOVERNING LAW

This Privacy Policy is governed by the laws of the State of Louisiana, without regard to its conflict-of-law principles, except to the extent applicable privacy laws in your jurisdiction provide rights or protections that cannot lawfully be waived or limited.

11. CONTACT US

If you have questions about this Privacy Policy, our privacy practices, or a privacy request, please contact us at:

Apogee Resumes LLC
Louisiana, USA
support@apogeeresumes.com