

Privacy Policy

Effective Date: September 29, 2026

OFFICESOFT LLC ("OFFICESOFT," "we," "us," or "our") operates **pcshorthand.com** and sells the Shorthand for Windows application ("SHORTHAND") through our online store.

This Privacy Policy explains what information we collect, how we use it, and how we handle information provided to us when you visit our website or purchase the Shorthand application.

1. Information We Collect

When you visit or purchase from our website, we may collect information that you voluntarily provide or that is necessary to process your transaction.

This may include:

- Your name
- Email address
- Billing and payment information
- Purchase and transaction information
- Information necessary to deliver your Shorthand purchase by email
- Information you provide when contacting us for customer support

We do not intentionally collect sensitive personal information unless it is necessary for a specific purpose and provided by you.

2. Payment Processing

Purchases made through our online store may be processed using one of these payment processors: **Square**, Square Online, PayPal, Lemon Squeezy, or Stripe.

When you make a purchase, the payment processor may collect and process information necessary to process your payment and complete your transaction. This may include payment information, contact

information, billing information, transaction information, and information about the device used to access their services.

The payment processor's handling of personal information is also governed by their own privacy notices and policies.

3. Delivery of PC Shorthand

After you purchase Shorthand, we use the name and email address provided during the purchase to deliver the application or the information necessary to obtain and use the application.

Your name and email address may therefore be retained and used for purposes directly related to fulfilling your purchase and providing customer or technical support.

4. How We Use Your Information

We may use information we collect to:

- Process and fulfill purchases of the Shorthand application
- Deliver Shorthand to you by email
- Communicate with you regarding your purchase
- Respond to customer-service requests
- Provide technical support
- Maintain and improve our website and services
- Prevent fraud, unauthorized transactions, and misuse
- Comply with applicable legal obligations

We do **not** use customer names and email addresses for marketing newsletters or promotional email campaigns not directly related to your purchase of Shorthand.

5. Information We Share

We do not sell your personal information.

We may share personal information when reasonably necessary to operate our business, including with service providers that help us:

- Process payments
- Operate our online store
- Deliver purchased products by email
- Provide customer support
- Protect our website and business
- Comply with legal requirements

For example, Square processes payment and transaction information as part of providing Square's services to our business.

We do not share customer information with third parties for their own direct marketing purposes.

6. Cookies and Similar Technologies

Shorthand does not use Google Analytics, Facebook Pixel, or similar third-party advertising or analytics services on our website.

However, because our online store is provided by a third party payment processor, the payment processor may use cookies, log files, and similar technologies as part of operating, securing, and providing its services.

These technologies may collect information such as IP address, browser or device information, pages visited, and information about interactions with Square services.

For information about the payment processor's use of cookies and similar technologies, please review their applicable privacy notices.

7. Email Communications

We may use your name and email address when necessary to:

- Deliver Shorthand after your purchase
- Confirm or provide information about your purchase
- Provide customer or technical support
- Communicate about an issue involving your transaction
- Inform you about upgrades

We do not use your email address to send marketing newsletters or promotional email campaigns not directly related to your purchase of Shorthand.

8. Data Retention

We retain personal information for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy, including completing transactions, delivering purchased products, providing customer support, maintaining appropriate business and financial records, resolving disputes, preventing fraud, and complying with legal obligations.

The length of time information is retained may vary depending on the type of information and the purpose for which it was collected.

9. Security

We take reasonable measures to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure.

Payment card information is processed through a third party payment processor's payment systems rather than being stored directly on pcshorthand.com.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

10. Children's Privacy

Our website and products are not directed toward children under the age of 13.

We do not knowingly collect personal information from children under 13. If you believe that a child has provided personal information to us, please contact us so that we can take appropriate action.

11. California Privacy Rights

California law provides certain privacy rights to California residents. Depending on whether a business is subject to the California Consumer Privacy Act (CCPA), these rights may include rights concerning access to, deletion of, correction of, or information about the collection and use of personal information.

Not every business is subject to all CCPA requirements.

If you have a privacy-related request or question concerning information collected, you may contact us using the information provided below.

We will review and respond to applicable requests as required by law.

12. Sale or Sharing of Personal Information

We do not sell customers' personal information.

We do not use customer information for third-party targeted advertising or maintain advertising profiles about our customers.

Some technologies used by our third-party payment processors Square may independently collect information as described in their privacy notices.

13. Third-Party Services

Our website and online store relies on third-party payment processors, such as Square, Square Online, PayPal, Lemon Squeezy or Stripe, to provide payment processing, ecommerce functionality, security, and related services.

We may also use third-party services as necessary to deliver Shorthand by email.

Those third parties may process personal information according to their own privacy policies and terms.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, services, or applicable legal requirements.

When we make changes, we will update the Effective Date at the top of this Privacy Policy.

15. Contact Us

If you have questions about this Privacy Policy or would like to contact us regarding your personal information, please contact:

OFFICESOFT LLC

Website: <https://pcshorthand.com>