

Privacy Policy for ReviewWiz

Last Updated: April 18, 2026
Legal Entity: Oakwell Holdings LLC (dba ReviewWiz)
Contact: support@reviewwiz.io

1. Overview

ReviewWiz ("we," "us," "our") respects your privacy. This Privacy Policy explains:

- What information we collect
- How we use it
- When we share it
- Your rights and choices

By using ReviewWiz, you agree to this Privacy Policy.

2. Information We Collect

Category	Specific Data	How We Collect It
Business Information	Business name, address, phone number, email	You provide it during sign-up
Customer Information	Your customers' names and phone numbers	You provide it (via upload or manual entry)
Usage Data	SMS volume, response rates, review counts	Automatically collected by our system
Payment Information	Credit card details	Processed by Stripe (we never see your full card number)

Category	Specific Data	How We Collect It
Communication Data	Emails, support requests, survey responses	You provide it

3. How We Use Your Information

Purpose	Legal Basis
To provide the Service (send review requests, post reviews)	Contract performance
To bill and collect payments	Contract performance
To improve our algorithms and SMS templates	Legitimate interest
To send service updates and important notices	Legitimate interest
To comply with legal obligations	Legal compliance

We do not sell your personal information to third parties.

4. Information We Share

Recipient	What We Share	Why
Twilio	Your customers' phone numbers	To send SMS messages
Stripe	Payment information	To process charges
Google (via API)	Review data	To post and retrieve Google reviews

Recipient	What We Share	Why
Legal authorities	Any data	To comply with a lawful subpoena or court order

We require all third parties to respect your data and use it only for the purposes we specify.

5. Your Customers' Information

You are responsible for obtaining consent from your customers before sharing their phone numbers with us.

You must notify your customers that:

- You use ReviewWiz to send automated SMS messages
- Their phone number will be shared with our SMS provider (Twilio)
- They can opt out by replying **"STOP"** to any message

We do not use your customers' information for any purpose other than sending review requests on your behalf.

6. SMS Opt-Out (Your Customers)

Any customer who receives an SMS from ReviewWiz may opt out at any time by replying **"STOP"** to the message.

Once opted out:

- We will not send further review requests to that number
- The opt-out is permanent (unless the customer requests re-activation)

We maintain a suppression list to honor opt-out requests. This list is never shared.

7. Data Retention

Data Type	Retention Period
Business account information	Until you cancel your account, plus 30 days
Your customers' phone numbers	Deleted when you remove them or cancel your account
SMS opt-out records	Indefinitely (to honor opt-outs)
Payment records	7 years (for tax and accounting purposes)
Usage and analytics	Anonymized after 24 months

You may request deletion of your data by emailing support@reviewwiz.io. We will respond within 30 days.

8. Data Security

We use industry-standard measures to protect your data:

Measure	Description
Encryption	Data encrypted in transit (TLS) and at rest
Access controls	Only the founder has access to production data
API security	API keys, not passwords, for system-to-system access

No method of transmission over the internet is 100% secure. While we strive to protect your data, we cannot guarantee absolute security.

9. Your Rights

Depending on your location, you may have the right to:

Right	What It Means
Access	Request a copy of the data we hold about you
Correction	Correct inaccurate information
Deletion	Request deletion of your data
Restriction	Limit how we use your data
Portability	Receive your data in a machine-readable format
Opt out of SMS	For your customers (via "STOP")

To exercise any of these rights, email support@reviewwiz.io with your request. We will respond within 30 days.

10. Children's Privacy

ReviewWiz is not intended for anyone under 18. We do not knowingly collect information from children.

11. Cookies and Tracking

Our website (reviewwiz.io) uses:

Tool	Purpose
Stripe cookies	Payment processing
Cloudflare cookies	Security and performance
YouTube embed cookies	Video playback (when you watch our demo video)

We do not use tracking cookies for advertising or analytics on our landing page.

12. International Data Transfers

All data is stored on servers located in the **United States**. By using ReviewWiz, you consent to the transfer of your data to the United States.

We do not transfer data outside the US except:

- SMS messages (Twilio may route through global carriers)
 - Payment processing (Stripe uses global infrastructure)
-

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will:

- Post the new policy on our website
- Update the "Last Updated" date
- Notify active customers via email (for significant changes)

Your continued use of the Service after changes constitutes acceptance.

14. Contact Information

For privacy questions, data requests, or to report a concern:

Email: support@reviewwiz.io

Legal Entity: Oakwell Holdings LLC

Address: 2S727 Timber Dr. Warrenville, IL 60555