

grinbox Privacy Policy

Last Updated: January 1, 2026

This Privacy Policy explains how **Badger Social Inc.**, operating as **grinbox** (“grinbox,” “we,” “us,” or “our”), collects, uses, discloses, and safeguards personal information when you access or use the grinbox website, applications, and related services (collectively, the “Services”).

grinbox is a privacy-first gifting platform designed to allow users to send gifts without directly sharing personal contact or delivery information between senders and recipients.

1. Scope of This Policy

This Privacy Policy applies to:

- Visitors to the grinbox website
- Registered grinbox users (“Senders”)
- Individuals who receive or claim gifts through grinbox (“Recipients”)
- Communications with grinbox support or staff

This Policy does not apply to third-party websites, services, or platforms that may be linked to or integrated with the Services.

2. Information We Collect

A. Information Collected From Senders (Account Holders)

1. Identity and Contact Information

We may collect:

- Phone number (required for authentication)
- Name (optional)
- Username (optional)
- Email address (optional)
- Profile photo (optional)

2. Authentication and Security Data

- One-time passcodes (OTP) sent via SMS

- Login and verification timestamps
- Authentication success or failure events

We do not collect or store passwords.

3. Profile, Settings, and Preferences

- Account preferences
- Privacy controls (including blocking lists)
- Notification preferences
- Account status (active, paused, deleted)
- Social-media-linked account status (linked or unlinked)

Users may opt out of or disconnect social media integrations at any time through account settings.

4. Transactional and Usage Data

When a Sender creates or sends a gift, we collect:

- Gift identifier
- Gift type and item selected
- Recipient identifier (username or phone number)
- Optional message content
- Gift status (e.g., created, sent, claimed, delivered, failed)
- Timestamps associated with each stage of the gift lifecycle

B. Information Collected From Recipients (Non-Account Users)

Recipients are not required to create a grinbox account to claim a gift.

1. Fulfillment Information

Collected solely for gift delivery:

- Email address (for digital gifts)
- Shipping address (for physical gifts)

2. Claim Metadata

- Claim token
- Claim timestamp
- Delivery and fulfillment status

Recipient fulfillment information is **not shared with the Sender**.

C. SMS Communications

When you provide your phone number, grinbox uses it to send **transactional SMS messages**, including:

- One-time passcodes (OTP) for authentication and login
- Notifications related to gift activity (such as gift sent, claimed, delivered, or issues with fulfillment)

These messages are non-marketing and are sent solely to support account access, security, and transactional functionality.

D. Automatically Collected Information

We may automatically collect:

- IP address
 - Device type and browser
 - Operating system
 - Referring URLs
 - Usage logs and event data
 - Cookies and similar technologies
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E. Communications With Us

If you contact grinbox, we may collect:

- Message content
 - Contact details
 - Support history
 - Any information you voluntarily provide
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3. How We Use Information

We use personal information to:

- Provide, operate, and maintain the Services
 - Authenticate users and secure accounts
 - Facilitate gift creation, delivery, and fulfillment
 - Send transactional notifications
 - Enforce privacy controls, blocking, and account settings
 - Detect, prevent, and investigate fraud, abuse, or misuse
 - Respond to support inquiries
 - Comply with legal and regulatory obligations
 - Improve product performance and user experience
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4. Data Isolation and Privacy Design

grinbox is designed with **asymmetric data visibility**:

- Senders do not receive recipient delivery details
- Recipients do not receive sender personal contact information unless intentionally shared
- Fulfillment data is used only to deliver gifts and is logically separated from sender-visible data

grinbox personnel may access information only as reasonably necessary for operations, support, safety, or legal compliance.

5. Information Sharing and Disclosure

We may share information in the following circumstances:

A. Service Providers

With vendors who perform services on our behalf, including:

- Payment processors
- Cloud hosting and infrastructure providers
- SMS and telecommunications providers
- Security, analytics, and fraud-prevention services

These providers are contractually required to safeguard personal information.

B. Telecommunications Providers

We use third-party telecommunications providers to deliver SMS messages. These providers process phone numbers and message content solely to transmit communications on our behalf.

C. Legal and Safety Requirements

We may disclose information to:

- Comply with applicable law or legal process
- Respond to lawful requests from authorities
- Protect the rights, safety, or property of grinbox, users, or others

D. Business Transfers

If grinbox is involved in a merger, acquisition, restructuring, or sale of assets, personal information may be transferred as part of that transaction.

6. SMS Notifications and Opt-Out

By providing your phone number, you consent to receive transactional SMS messages as described above.

- Message frequency may vary
- Message and data rates may apply

You may opt out of SMS notifications at any time by replying **STOP** to a message. Opting out may prevent delivery of certain transactional notifications but does not otherwise affect your account status or previously completed transactions. Certain essential messages (such as authentication-related messages) may be required to access parts of the Services.

7. Social Media Integrations

grinbox may allow users to link social media or third-party accounts for optional features.

- Linking is optional
- You may disconnect linked accounts at any time through account settings
- grinbox does not post on your behalf without explicit action
- Disconnecting social accounts does not affect core gifting functionality

8. Blocking, Safety, and Abuse Prevention

- Users may block other users from sending future gifts

- Blocking does not retroactively cancel previously sent gifts
 - grinbox may review transactions or message content to investigate abuse, fraud, or policy violations
 - Accounts may be restricted or suspended for misuse
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9. Account Pausing and Deletion

A. Paused Accounts

- Cannot initiate new gifts
- Previously sent gifts may still be delivered

B. Account Deletion

Upon deletion:

- Profile information may be removed or anonymized
 - Transactional records may be retained as required for legal, accounting, or fraud-prevention purposes
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10. Data Retention

We retain personal information only as long as reasonably necessary to:

- Provide the Services
- Fulfill gifts
- Maintain security and prevent fraud
- Comply with legal obligations
- Resolve disputes

Retention periods vary based on data type and legal requirements.

11. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Maintain session state
- Support security

- Understand usage patterns
- Improve functionality

You may manage cookies through your browser settings.

12. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect personal information. However, no system is completely secure, and we cannot guarantee absolute security.

13. Children's Privacy

grinbox is not intended for individuals under the age of 13 (or 16 where required by law). We do not knowingly collect personal information from children.

14. International Users

If you access the Services from outside the United States, your information may be processed and stored in jurisdictions with different data protection laws.

15. Your Privacy Rights

Depending on your jurisdiction, you may have rights to:

- Access your personal information
- Correct inaccuracies
- Request deletion
- Object to or restrict processing
- Withdraw consent where applicable

Requests may be submitted through support.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates are effective upon posting. Continued use of the Services constitutes acceptance of the revised Policy.

17. Contact Us

For questions or concerns regarding this Privacy Policy:

Support: support@grinbox.me

Legal: legal@grinbox.me