

Privacy policy

What personal information zeepler collects, why, how long it is kept, and who else handles it.

Last reviewed 2026-10-21

This policy has not yet been reviewed by a lawyer. It describes what zeepler actually does, and every statement about our systems is traced to its code or live configuration. It will be reviewed by a lawyer, and any change will be announced to every account. Nothing here limits your rights under the law that applies to you.

Who we are

zeepler is operated by Bates Solutions Inc., a British Columbia company. Mike Bates is responsible for the personal information it holds. Questions about yours go to info@zeepler.com.

What we collect, and why

What	Why	Kept
Your email address and password. The password is held by Amazon Cognito; we never see it	To give you an account	While your account exists. An address whose sign-up is never confirmed stays in Amazon Cognito until we delete it
Your account settings: your spending alert and limit; if you add a card, Square's id for it with its brand and last four digits; and for a Government account, its purchase order number and payment terms	To run and bill your account	While your account exists
Usage records: account id, time, endpoint, response time and number of labels. Never the label's content	To bill you and to show you your usage	365 days
Billing records: period, amount, status and invoice or payment id	To bill you and keep financial records	While your account exists, then as long as Canadian tax law requires us to keep financial records
Waitlist sign-ups: your email address, the time, your IP address and your browser's user agent	To tell you when zeepler opens	21 months
A copy of each waitlist sign-up's email address and time, emailed to us when you sign up	So we can reply to you	In our mailbox, until we delete it
The names, email addresses and phone numbers of people Bates Solutions works with directly	To stay in touch with them	While we work together
If an email we send you bounces or is reported as spam: your address, in Amazon's notice to us and on Amazon's list of addresses not to send to	To stop sending mail that cannot be delivered or is not wanted	Until we remove it
Website access logs: the address requested with its query string, the referring page, your IP address and your browser's user agent. Before September 2026 that address could include your email	Security and troubleshooting	365 days
Operational logs: account ids and payment-processor customer ids. At sign-up, an email domain, never an address, when it is refused, when it has three or more sign-ups in a day, or when its count could not be	Security and troubleshooting	365 days

What	Why	Kept
recorded. Large mail providers such as Gmail are not counted		

A label request is used to generate the label and is then discarded: zeepler does not store request bodies and does not write them to its logs. We do not use advertising or analytics trackers, and we do not sell personal information.

In your browser

zeepler sets no cookies of its own. It keeps your sign-in session and the region your account is in in your browser's local storage and, while you sign up, your email address in session storage so the next page can show it. The sign-up page runs Cloudflare Turnstile, and the dashboard's card form is Square's, so your card number goes to Square and never reaches zeepler's servers.

Who else handles it

Service	What it receives	Why
Amazon Web Services	Everything above	Hosting, sign-in (Amazon Cognito) and account email
Square	Your email address and account id, the card details you type into its form, and each month's invoice or card charge, with its label count and any purchase order number	Invoicing and payment
Cloudflare Turnstile	Your browser and IP address, when you sign up	Blocking automated sign-ups
Google Workspace	Whatever you email us, and the copy of each waitlist sign-up	Our email

These services may store and process your information in the United States.

Emails we send

- Account emails: a confirmation code when you sign up, or an invitation with a temporary password if we open your account for you, and password reset codes.
- Spending alerts, if you set them: when you reach your alert threshold, and when your monthly limit pauses the API.
- Billing emails: a reminder 7 and 21 days after an invoice is overdue, a notice if your account is disabled for an unpaid invoice and when it is active again, and a notice if the card on your account can no longer be charged.

Invoices come from Square. We do not send marketing email.

Your rights

You can ask for a copy of the personal information we hold about you, ask us to correct it, or ask us to delete your account. Email info@zeepler.com. We will act within 30 days.

Deleted or expired records can remain in our backups for up to 35 days, and a record past its period above can take a few days to be removed.

If you are not satisfied with our answer, you can complain to the Office of the Privacy Commissioner of Canada, or to the privacy commissioner of your province.

Changes to this policy

We will email every account before a change to this policy takes effect.