

Privacy Policy

Effective date: 6 October 2026

1. Who we are and scope

Oakstone Technologies LLC, a Wyoming limited liability company. Registered mailing address: 30 N Gould St Ste R, Sheridan, WY 82801, USA. Email: info@oakstoneassist.com. Telephone: 1-888-606-7273. Support hours: Monday-Friday, 9 AM-5 PM Eastern Time. Website: <https://oakstoneassist.com>. This Privacy Policy covers the Oakstone PC Care Windows app, its account/backend services and related admin processing. Website tracking is addressed separately below; website support purchases may have separate service terms.

2. Information you provide

We collect full name, email and required registration phone number for account administration and support contact. We collect an optional self-reported age group: Under 50, 50 or older, Prefer not to say, or unanswered. It is for possible future guidance personalization, not verified senior status or marketing consent. We do not ask for exact age, birth year or date of birth. We also receive support communications and any uninstall feedback you voluntarily submit. Do not include passwords or sensitive personal files in messages.

3. Account, installation and licensing records

We maintain account identifiers, verification status, trial activation and expiry, subscription status, payment references, registered installation/device authorization records, last verification information, and agreement/preference versions and timestamps. Device authorization uses protected credentials to enforce one account per registered PC and prevent repeated trials. Network requests may expose IP address and technical request information to our hosting systems. We do not use an IP address alone to identify your licensed PC.

4. Local PC information and cleanup

Cleanup, scans and Check My PC use local information needed for the feature, such as selected temporary-file details, Windows and hardware configuration, storage measurements and scan results. System reports remain local by default and are not automatically uploaded to our backend. You choose whether to export a report or provide it to support. Reports may identify your computer; review and redact them before sharing. We do not collect Windows product keys, passwords or unrelated personal files for these features. Local browser cleanup is distinct from website advertising cookies.

5. Payments

Stripe processes subscription payments. We receive the information needed to administer payment and entitlement, including payment/subscription identifiers, status, plan and relevant billing information. Do not send card details to our support team. Stripe processes payment and fraud-prevention information under its own applicable terms and privacy notice: <https://stripe.com/privacy>.

6. Internal campaigns and optional messages

The app records Oakstone campaign impressions and clicks in our own backend to administer placements and understand engagement. These app events are not sent to Google, Meta, Microsoft Advertising or TikTok. We may associate internal campaign activity with account or installation identifiers where needed to manage eligibility and frequency. We keep names, phone numbers, age group, device secrets and diagnostic findings out of notification and ordinary campaign-event payloads. Age group does not determine promotional targeting. Notification preferences, delivery timestamps and opt-outs help prevent unwanted or repeated reminders. Agreement acceptance and supplying a phone number do not consent to promotional calls or texts.

7. Website cookies and advertising

Website technologies are separate from the Windows app. Where enabled on oakstoneassist.com, Google, Meta, Microsoft Advertising and TikTok tags may measure website visits, intentional download-button clicks and applicable support clicks or successful forms. A download click is not proof of installation, trial activation or purchase. The website is not connected to the app backend to verify these outcomes. Optional tracking follows Cookie Settings and applicable requirements. Some supported consent modes may send limited cookieless measurement signals while advertising storage is denied; rejecting cookies does not necessarily mean no network request occurs. We do not include names, email, phone, age group, device secrets or diagnostic findings in ordinary advertising payloads, enable advanced matching, or upload customer lists as part of this tracking. Use the website's Manage Cookies control to review or withdraw choices. The website Cookie Policy should identify the technologies actually enabled and their durations.

8. Purposes and legal grounds

We use necessary information to provide registration, trial and licensed access, payment administration, support, requested features and account security. We use preference and consent records to honor choices and show permitted messages. We use limited operational and campaign information to maintain and improve the service and prevent abuse. Where data-protection law requires a legal basis, we rely on contract necessity for account/subscription delivery, legal obligations for required records, consent for processing that requires it, and legitimate interests for proportionate security, fraud prevention and service administration subject to your rights. Optional age-group collection and optional tracking remain subject to your choices and applicable law.

9. Providers, sharing and staff access

The backend and private Postgres database are hosted through Netlify Database for the Oakstone PC Care service at pccare.oakstoneassist.com. Stripe handles payments. Authorized staff use the admin panel to manage customers, installations, subscriptions, support and campaigns; access is limited by role and relevant administrative activity is audited. Service providers process necessary information for their services. We may disclose information when required by law, to protect lawful rights, or as part of a business transfer subject to applicable protections and notice. Website advertising providers receive permitted website tracking information as described above. Microsoft security tools may process data under Microsoft's privacy notice and your Windows settings, independently of Oakstone.

10. Retention and deletion

We keep necessary account and licensing information while your account is active. Following a verified deletion request, we delete or de-identify account personal data within 30 days, except limited records reasonably necessary for legal obligations, billing disputes, enforcing valid rights or proportionate fraud prevention. This is not a promise that Stripe or another independent provider deletes its legally required records within 30 days. Any retained exception records are limited to their necessary purpose and retained only as long as justified. Backup copies and provider-controlled storage may follow separate deletion cycles and remain restricted from ordinary use; ask us for applicable details. Deleting an account does not erase reports you exported locally. Uninstalling the app alone does not delete your backend account. Cancellation stops renewal and does not automatically request deletion.

11. Your choices and rights

You can change or remove your optional age-group answer, correct profile information, control startup, and disable optional reminders without subscribing. Windows also controls notification permission and Do Not Disturb. You may request access, correction, deletion, restriction, portability or object to processing where applicable law grants those rights, and withdraw consent without affecting prior lawful processing. Contact info@oakstoneassist.com; we verify requests proportionately and do not ask for unnecessary identity documents. You may complain to your competent privacy regulator. We honor applicable advertising opt-out rights and legally required browser preference signals.

12. Security, transfers and children

We use access controls and reasonable safeguards, but no service can promise absolute security. Hosting and service providers may process data outside your state or country. Where applicable, international transfers require lawful safeguards; contact us for information relevant to your records. The service is intended for adults aged 18 or older. If you believe a child provided personal information, contact us so we can investigate and delete it where required.

13. Optional uninstall survey and changes

Uninstall feedback is voluntary and can be skipped. We use it to understand problems and improve the app. Avoid sensitive information in free text. Uninstall must remain available without answering. We update this policy when practices change and notify customers of material changes as required. We do not silently expand promotional consent. For privacy questions or requests, contact info@oakstoneassist.com or write to our registered mailing address above.