

Castle Schedule Privacy Policy

Effective date: July 18, 2026

1. Overview

Castle Schedule helps business owners manage appointment booking, customer requests, reminders, invoices, and related customer records. This Privacy Policy explains what information we collect, how we use it, and the choices available to owners and customers who use Castle Schedule.

2. Information We Collect

We collect information needed to provide appointment scheduling and business management tools. This may include owner account information, customer names, email addresses, phone numbers, appointment history, service selections, employee or location selections, vehicle information when enabled, customer addresses when required by the owner, owner notes, invoice records, and payment status information. We may also collect basic technical information such as device type, browser, pages used, and error logs.

3. How We Use Information

We use information to run Castle Schedule, create and manage appointments, send booking and status messages, help owners manage customers, generate invoices, provide account access, improve the app, troubleshoot problems, protect against misuse, and communicate about support or account matters.

4. Owner and Customer Data

Business owners control the customer information they enter into Castle Schedule or receive through their booking page. Customers should contact the business owner directly for questions about a specific appointment, service, cancellation, or customer record. Castle may help process or store that information so the app can work, but the owner remains responsible for how they use customer information in their business.

5. Payments and Invoices

Castle Schedule may connect with Stripe so owners can send invoices and accept payments through their own Stripe account. Castle does not store full credit card numbers. Payment processing, payment methods, disputes, refunds, and related financial information may be handled by Stripe under Stripe's own terms and privacy policy.

6. Texts, Emails, and Reminders

Castle Schedule may use service providers such as Twilio for text messages and Resend for emails. These messages may include appointment confirmations, reminders, booking requests, cancellation notices, invoice links, and other service-related communications. Message and data rates may apply for text messages. Customers can contact the business owner if they no longer want reminders for a particular appointment.

7. When We Share Information

We do not sell personal information. We may share information with trusted service providers that help operate Castle Schedule, including hosting, database, email, text messaging, payment, analytics, and support providers. We may also disclose information if required by law, to protect rights and safety, to prevent fraud or abuse, or as part of a business transfer such as a merger, sale, or reorganization.

8. Data Retention

We keep information for as long as needed to provide Castle Schedule, support owner accounts, maintain business records, comply with legal obligations, resolve disputes, and enforce agreements. Owners may request deletion of their account when eligible. Some records may remain for a limited time in backups, logs, financial records, or where retention is required by law.

9. Security

We use reasonable administrative, technical, and organizational safeguards to protect information. No app, website, or online service can guarantee perfect security. Owners should use strong passwords, keep account access limited to trusted users, and protect any exported customer or appointment files.

10. Your Choices

Owners can update business profile settings, services, appointment rules, customer records, and other account information inside Castle Schedule. Customers can contact the business owner to update appointment details or request changes to customer information. Owners may also contact Castle for help with account-level requests.

11. Children

Castle Schedule is intended for business use and is not directed to children under 13. We do not knowingly collect personal information from children under 13. If we learn that we have collected such information, we will take reasonable steps to delete it.

12. Changes to This Policy

We may update this Privacy Policy from time to time. If changes are significant, we will make reasonable efforts to notify owners or post the updated policy where it can be reviewed. The effective date at the top shows when this version became effective.

13. Contact

Questions about this Privacy Policy can be sent to rkingscastlesystems@gmail.com.