

ClearCue – Privacy Policy (v1.3)

Last updated: 22 June 2026

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2.1 Account Data (Provided by You)

We may collect:

- Name
- Email address
- Authentication credentials (managed via Clerk; passwords are never stored by ClearCue)
- Account status
- Account credits and usage balances
- Purchase history
- Billing status where applicable

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2.3 Service Usage Data

To operate the Service, we may store:

- Cue generation parameters (e.g. BPM, duration, timing mode, frame rate)
- Generation timestamps
- Credit usage and remaining balance
- Download events
- Basic device and browser metadata required for service operation
- Error and diagnostic logs

We do not analyse, profile, sell, or monetise user creative activity.

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3.1 To Provide the ClearCue Service

We use personal data to:

- Authenticate accounts
- Generate timing cue files and related outputs
- Manage credit balances and usage limits
- Provide account dashboards
- Maintain platform security
- Deliver purchased products and services

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5.1 Service Providers

ClearCue may share data with trusted service providers required to operate the platform, including:

- Clerk (authentication and identity management)
- Stripe (payment processing)
- Google Cloud Platform / Firestore (data storage and processing)
- Sanity (content management and website content delivery)
- Analytics providers used to monitor site performance and reliability

All providers are selected with regard to security and GDPR compliance.

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8. Data Retention

We retain data only as long as necessary:

- Account data: while your account remains active
- Credit and purchase records: while your account remains active
- Generation history: retained as required for account functionality and support
- Billing records: 6 years (UK tax law)
- Deleted accounts: removed within 30 days, except where legal obligations require longer retention

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10. Children

ClearCue is intended for users aged 18 and over. We do not knowingly collect personal data from children.

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12. Contact

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