SendTax

LEGAL

SendTax Privacy Policy (U.S.)

SendTax Privacy Policy for U.S. users and preparers

Version: 1.2 Effective: 2026-11-11 Owner: Howell & Gibbs LLC

Who we are

SendTax is a product of Howell & Gibbs LLC ("SendTax," "we," "us," "our").

Mailing address: 418 Broadway, STE R, Albany, NY 12207, USA. Principal office for NY filings: Albany County, New York.

Scope & audience

This Policy applies to: (a) PTIN-holding tax preparers who use SendTax; (b) U.S. tax filers (age 18+) who use SendTax to share documents with a preparer; (c) people we invite to share their own tax documents to help improve SendTax; and (d) tax professionals and firms we contact about SendTax, and people who introduce us to them (see "People we contact about SendTax").

We operate only in the United States. Our users are adults: we do not knowingly provide the service to, or collect information from, anyone under 18. A user may give us information about their dependents, including children, so their preparer can prepare their return (see "What we collect").

What we collect

Information you provide directly:

- Tax documents & data you or your preparer upload or connect (e.g., W-2/1099s, K-1s, receipts, IDs, messages).
- Account & contact info (name, email, phone).

- Information about your dependents, if you add them: their name, date of birth, relationship to you and U.S. citizenship or residency, and your answers about each tax year (for example, how long they lived with you, whether someone else can claim them, and, where it applies, whether they were a student, disabled or passed away during the year). We don't ask for their Social Security numbers or ITINs; you give those to your preparer directly. Please only add information you are entitled to share.
- Problem reports you send us from SendTax, and pilot firms' weekly check-in answers (see "Problem reports and check-ins").
- SendTax doesn't take payments yet. When it does, Stripe will handle them on its own hosted pages, and SendTax won't store full card numbers.

Information from sign-in providers: if you choose to sign in with Google or Apple, they share your name and email address with us. They don't share your Google or Apple password with us.

Information collected automatically:

- Log & usage data: IP address, browser type, pages visited, actions taken, timestamps, and referring URLs.
- Device data: device type, operating system, and unique device identifiers.

Cookies & tracking technologies

We use cookies and similar tracking technologies to operate the service, understand how it is used, and improve it. We use:

- **Essential cookies** — required for authentication and session management. These cannot be disabled.
- **Analytics** — we use PostHog for product analytics so we understand how users move through SendTax. Autocapture and session replay are disabled. We record page views, page-leave events and named milestone events, and when you sign in we send PostHog your account id and email address so your events are linked to your account. No tax document content is captured.

You can instruct your browser to refuse cookies, but some parts of the service may not function properly as a result.

Problem reports and check-ins

If your firm is in our pilot, or you are one of its clients, you can tell us about a problem from SendTax Pro's "Report a problem" button or from the Filer app's menu. If you tell us about one by email or on a call, we may record it in the same place.

- **What a report holds:** what you write, the page you were on, and a log of the pages you opened and the buttons and links you pressed just before. The log uses the app's own words for each button, leaves out client names, and never records what you typed. You can also add a screenshot of the page. It leaves out tax ID numbers, document previews and anything typed into a field, but it may still show client names. We store what you write, the log and the screenshot encrypted.
- **Who reads it:** SendTax's team, to fix the problem and answer you. Other users at your firm can see the reports your firm sends. A client's report comes to us, not to their preparer. Our staff open a screenshot only after giving a reason and signing in again, and each opening is recorded. When we reply, we email you a link to the report, not its text.
- **How long we keep it:** a screenshot is deleted 30 days after its report is closed, and the report 3 years after it is closed. A client's reports are also deleted when their account is permanently deleted. A firm user's reports belong to the firm, and are kept for those 3 years even if that user's account is deleted.
- **Weekly check-ins:** from 15 January, and not from 15 March to 15 April, a pilot firm that used SendTax in the week before gets two questions on SendTax Pro's home page, for its administrators, and one email saying they are there: what value or cost SendTax brought you that week, and whether any client's list or document type was wrong. Saying something was wrong opens a problem report. We store the answers encrypted, SendTax's team reads them, and we keep them 3 years.

How we use data

- Provide the service (receive, store, transmit to the designated preparer; support; troubleshooting).
- Security & compliance (fraud, incident response, legal obligations).
- Improvement: We measure how well SendTax works, for example how often it recognizes a document type correctly, and use those counts to improve it. We do not use the contents of your tax documents to build datasets or to train our

software unless you choose to share them on the "Share documents" page and sign a separate, dated consent that lists the documents you share. You see every page exactly as we will receive it, with your details on it, and nothing is sent until you sign. The consent lasts three years. You can withdraw it, for one document or all of them, at any time: we delete the pages from our systems at once and from our training computer within 30 days, and software already trained on them is not retrained. A tax preparer can't share your documents or consent for you. Tax return information is handled as IRC §7216 and its regulations require. We do not disclose it outside the U.S. without §7216-compliant consent (and note special limits for SSNs).

No ads / no selling: We do not sell personal information and we do not use tax data for marketing.

If state privacy laws apply, most "customer financial" data is GLBA-exempt, but we still honor applicable non-GLBA rights for residual data like site analytics.

Why we use your information

To provide the service you signed up for; to meet legal duties (for example the FTC Safeguards Rule, IRC §7216 and the New York SHIELD Act); to secure, operate and improve SendTax; and, where the law requires it (for example a §7216 consent to use your tax return information for training), only with your separate signed consent.

Sharing

We share data only with:

- Your preparer / firm you select.
- Service providers, all U.S. companies, that run parts of SendTax for us (hosting, storage, key management, sign-in, email, error monitoring, analytics, and document classification). Each gets only what its service needs, under its own standard terms, including any data-processing terms they include; we haven't signed a separate data processing agreement with each of them. Where tax return information is involved, we disclose it to them only to provide SendTax, as IRC §7216 allows for auxiliary services. The current list is on our Sub-Processor List.
- Stripe, once SendTax takes payments.

- Legal (regulatory, court orders, safety).

Business transfers: If SendTax is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction. We will notify you via email or a prominent notice on our website before your data becomes subject to a different privacy policy.

Data location

Client documents are stored and processed in the United States. Our API, database, background workers and the apps you use after signing in run in Fly.io's Ashburn, Virginia region; documents are stored in a U.S. Cloudflare R2 bucket; the keys that protect them are held in Google Cloud's us-east1 region; and the service that reads documents to sort them runs in Modal's U.S. regions.

If you connect from outside the United States, your connection first reaches the Cloudflare or Fly.io location nearest you, which passes it on to our U.S. servers over an encrypted connection. Our Sub-Processor List gives each service provider's region, and says where we haven't confirmed one yet.

If a non-U.S. transfer is ever proposed, we will seek §7216-compliant consent first (and would not include SSNs in non-U.S. disclosures).

Retention & deletion

- Default: We retain customer information for up to 7 years after last activity on your account, consistent with AICPA professional guidance for tax-data retention and applicable tax-data retention obligations. Specific data categories may be retained for shorter or longer periods as described in our Data Retention & Deletion Policy.
- Information about your dependents is kept as long as your account and deleted with it. Dependents we read from a prior-year return you upload are deleted with that return unless you have told us about them.
- E-file authorizations your preparer stores in SendTax (Forms 8878/8879): we keep these at least 3 years from the later of the return due date or the date the IRS received the return, so your preparer can meet IRS Publication 1345.
- Documents you share to help improve SendTax: kept for the three-year term of the consent you sign, or until you withdraw it. We keep the signed consent

itself, our record of what you agreed to, for as long as we rely on it and six years after.
- Problem reports and check-ins, and what we keep about people we contact about SendTax: see those sections.

People we contact about SendTax

This part is for tax professionals and firms we contact about SendTax, and for people who introduce us to them.

- **What we keep:** your name and role; your practice's name and its business contact details (address, phone, email, website and LinkedIn page); what we learn about the practice, such as the software it uses and roughly how many clients it has; where we found you (a public directory such as the IRS's list of enrolled agents, your own website, someone who introduced us, or the pilot form on our site); our notes from our conversations; and the emails we send you. We send those emails from our own send.tax mailboxes in Google Workspace. When SendTax sends one for us, it checks only the headers (such as who sent a message, and when) of the email threads it started, to see whether you replied or the email bounced, and keeps only that. It never reads the text of your replies or anything else in our mailboxes.
- **Calls:** if we call you, we keep a record of the call: when it was, the number we called, what the National Do Not Call Registry showed when we last checked that number, how the call went, and our notes.
- **Why:** to tell you about SendTax, to ask whether your practice would like to join our pilot, and to remember what we have already discussed. We don't use it for anything else. We never sell it, and we don't buy lists.
- **Who else holds it:** it is kept in SendTax's own systems, on the hosting providers our Sub-Processor List names, and the emails are also kept in our Google Workspace mailboxes. While we move our earlier notes into SendTax, some of them are also in our Notion workspace. Our team reads it, including anyone who works on sales with us under a confidentiality agreement.
- **How to stop us:** reply "no thanks" to any of our emails, use the unsubscribe link where your email app shows one, or tell us on a call. It takes effect the same day. We keep a record of your opt-out, encrypted, so that we don't contact you again.
- **How long we keep it:** 24 months after our last contact with you, unless your practice becomes a SendTax customer, when we keep it as we keep our

customers' records. Call records are kept 5 years, and opt-outs for good.
- **A copy, or deletion:** to ask for a copy of what we hold about you, or for us to delete it, email privacy@send.tax. We answer within 30 days. Deleting your record keeps your opt-out, so that we don't contact you again, and our record of any call we made to you, which we keep for the 5 years above.

Security

Our Written Information Security Program (WISP) goes through the FTC Safeguards Rule's required elements one by one (access control; encryption; secure development; monitoring and logging; incident response; vendor oversight; annual reporting), uses IRS Publication 4557, and says where we fall short today. It also works from the New York SHIELD Act's "reasonable safeguards" standard. Among the gaps it names: we haven't done a formal risk assessment yet, and two-step verification isn't available yet; it switches on for pilot firms in December.

If a notification event involves 500+ consumers, we notify the FTC within 30 days of discovery as required, and give any notices state law requires. New York requires notice to affected residents within 30 days of discovery, and most other states within 30 to 60 days; we follow the shortest period that applies.

SendTax is not an Authorized IRS e-file Provider, so IRS Publication 1345's standards for online filing providers don't apply to us. We still commit, voluntarily, to report an incident involving taxpayer data to the IRS no later than the next business day after we confirm it. Our domain is registered to a U.S. entity.

Your choices & rights

- If you have a SendTax account, we send you no marketing emails unless you opt in, and you can opt out at any time. If we have contacted you about SendTax, see "People we contact about SendTax".
- You may request access, correction, or deletion of account information. Some data cannot be deleted while needed for legal obligations (e.g., 3-year retention items) or platform security.
- State privacy rights (e.g., CA/CO/CT/VA/UT etc.) generally do not apply to GLBA-covered customer financial data but can apply to non-GLBA data (site usage); we honor those rights as applicable.

To exercise any of these rights, email us at privacy@send.tax with your request. We will respond within 30 days.

Do Not Track

Some browsers offer a "Do Not Track" (DNT) setting. We currently do not respond to DNT signals, as no uniform standard for doing so has been established. If a standard is adopted, we will update this policy accordingly.

Children

SendTax is for adults. We don't knowingly collect information from anyone under 18. Information you give us about your dependents is described under "What we collect".

Changes

We will post updates and change the "Effective date." Material changes will be notified to account holders. A change that reduces a protection or adds a use never applies to information we already collected unless you agree. Earlier versions are kept and available on request at privacy@send.tax.

Change history

Version	Date	Author	Approved by	Changes
1.0	2026-10-23	Liam Howell	Not recorded	Previous version.
1.1	2026-10-26	Liam Howell	Not recorded	Describes the dependents information filers may add (names, dates of birth and per-year answers; no SSNs), replaces the legal-bases list with why we use information, corrects the IRS Publication 1345 paragraph (SendTax is not an e-file provider; the next-business-day IRS report is voluntary), states New York's 30-day breach-notice rule, and adds this history.

1.2	2026-11-11	Liam Howell	Liam Howell, for Howell & Gibbs LLC	Adds "People we contact about SendTax", for tax professionals and firms we contact about the product and people who introduce us: what we keep and where we found it, call records, why, who else holds it, how to stop us (the same day; the opt-out is kept, encrypted), how long we keep it (24 months after the last contact, call records 5 years, opt-outs for good), and how to ask privacy@send.tax for a copy or deletion (deletion keeps the opt-out and the call records). Adds "Problem reports and check-ins": what a report holds (what you write, the page, a log of the pages and buttons that leaves out client names and never records what you typed, and an optional screenshot that leaves out tax ID numbers, document previews and typed text, all stored encrypted), who reads it, and how long it is kept (screenshots 30 days after the report closes, reports 3 years); and pilot firms' weekly check-ins (two questions for the firm's administrators from 15 January, not from 15 March to 15 April; answers encrypted and kept 3 years). The scope names the first group; "Your choices" says the no-marketing-email default is for account holders.

Contact

privacy@send.tax

Howell & Gibbs LLC, 418 Broadway, STE R, Albany, NY 12207, USA