

Privacy Policy

How We Collect, Use, and Protect Your Information

Effective Date	April 1 st , 2026
Company	The QMS Collective, LLC
Contact	clayton.kuehl@theqmscollective.com
Website	www.theqmscollective.com

1 Overview

The QMS Collective, LLC ("we," "us," or "our") operates www.theqmscollective.com and the subscriber tool suite at tools.theqmscollective.com. This Privacy Policy explains what information we collect, how we use it, and your rights regarding that information.

The short version: we collect the minimum necessary to run a subscription business. We do not collect, store, or sell your operational QMS data. Your quality records stay in your possession.

2 Information We Collect

2.1 Information You Provide

Account registration	Name and email address when you create a Wix member account.
Payment information	Billing name, address, and payment card details when you subscribe. Payment data is processed by Stripe and is not stored on our systems.
Communications	Content of emails or messages you send to us for support or advisory purposes.
Advisory session content	Notes or documents shared during advisory calls, retained only as needed to deliver the service.

2.2 Information Collected Automatically

Website analytics	Page views, session duration, browser type, and approximate location via Wix Analytics and/or Google Analytics. Used to understand how visitors use the site.
Cookies	Wix uses cookies for session management and analytics. You can control cookie preferences through your browser settings or the cookie consent prompt on our site.

Usage data	Basic usage information about the subscriber portal (pages visited, tools accessed). We do not log the content you enter into any tool.
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2.3 What We Do NOT Collect

We do not collect, store, or access any of the following:

Tool content data	CAR records, training logs, calibration registers, audit findings, problem statements, or any other operational data you enter into the QMS tool suite.
AI prompt content	Content you submit to AI features is sent directly to the Anthropic API via our proxy. We do not log, store, or access AI prompt or response content.
localStorage data	Data saved in your browser's localStorage by the tools remains in your browser only and is never transmitted to us.

3 How We Use Your Information

Deliver the subscription service	Manage your account, provide tool access, and deliver advisory services.
Process payments	Billing and subscription management through Stripe.
Communicate with you	Service updates, billing notifications, onboarding emails, and responses to your support inquiries.
Improve the service	Aggregate, anonymized analytics to understand how the website and tools are used.
Legal compliance	As required by applicable law.

We do not sell your personal information to third parties. We do not use your information for advertising purposes.

4 Third-Party Services

Wix	Our website platform and Members Area. Wix handles subscriber accounts, payments gateway, and member gating. Wix Privacy Policy: wix.com/about/privacy
Stripe	Payment processing. Stripe stores and processes payment card data. Stripe Privacy Policy: stripe.com/privacy
Anthropic	AI features in the tool suite use the Anthropic Claude API. Content submitted to AI features is subject to Anthropic's privacy policy. Anthropic Privacy Policy: anthropic.com/privacy

Cloudflare	Our API proxy (api.theqmscollective.com) runs on Cloudflare Workers. Cloudflare may process request metadata. Cloudflare Privacy Policy: cloudflare.com/privacypolicy
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5 Data Retention

Account data	Retained while your subscription is active. Deleted within 90 days of account closure upon written request.
Payment records	Retained as required by Stripe and applicable tax law (typically 7 years).
Tool content data	Not retained by us — see Section 2.3.
Communications	Email and support communications retained for up to 3 years.

6 Your Rights

Depending on your location, you may have certain rights regarding your personal information:

Access	Request a copy of the personal information we hold about you.
Correction	Request correction of inaccurate or incomplete information.
Deletion	Request deletion of your personal information, subject to legal retention requirements.
Portability	Request your account data in a portable format.
Opt-out	Opt out of marketing communications at any time by clicking "unsubscribe" in any email or contacting us directly.

To exercise any of these rights, contact us at clayton.kuehl@theqmscollective.com. We will respond within 30 days.

7 Security

We use industry-standard security measures appropriate to a small consulting business:

HTTPS	All web traffic is encrypted via HTTPS. SSL certificates are managed by Netlify and Cloudflare.
API key security	The Anthropic API key is stored in Cloudflare encrypted environment variables and is never exposed in any client-accessible file.
Payment security	Payment processing is handled entirely by Stripe. We do not handle or store raw card data.

Access control

Subscriber portal access is controlled by Wix Members Area. Tool access is gated by subscription tier.

No system is perfectly secure. We cannot guarantee that unauthorized access, hacking, data loss, or breaches will never occur. If a breach occurs that affects your personal information, we will notify you as required by applicable law.

8 Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from minors. If you believe we have inadvertently collected information from a minor, contact us immediately at clayton.kuehl@theqmscollective.com.

9 Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be communicated to active subscribers via email at least 30 days before taking effect. The effective date at the top of this document will be updated with each revision.

10 Contact Us

Questions, requests, or concerns about this Privacy Policy:

Email	clayton.kuehl@theqmscollective.com
Website	www.theqmscollective.com
Company	The QMS Collective, LLC — Rathdrum, Idaho
