

Pending Privacy Policy

Effective Date: August 9, 2026

1. Who We Are

Pending ("we," "our," or "us") is operated by Sarel Kaminsky. Pending helps users track purchases, deliveries, and order-related information.

2. Information We Collect

- **Account information:** such as your email address and authentication details.
- **Order-related information:** order confirmations, shipment updates, and related merchant/order metadata.
- **Usage information:** product interactions and basic diagnostics to operate and improve the service.
- **Payment information:** billing data processed by our payment provider; we do not store full payment card details.

3. How We Use Information

- Provide and maintain Pending features.
- Process and organize order-related messages and updates.
- Support user accounts, security, and fraud prevention.
- Communicate service notices and support updates.
- Improve reliability and product experience.

4. Legal Bases and Consent

Where required, we process personal information based on your consent, performance of our contract with you, compliance with legal obligations, and our legitimate interests in operating a secure and reliable service.

5. Google API Services

Pending accesses Gmail data only after a user explicitly chooses to connect Gmail and grants read-only permission. Google Sign-In and the optional Gmail connection are separate authorization steps.

Google data we access

Pending searches recent Gmail messages for order, receipt, shipping, tracking, and delivery signals. For candidate messages, Pending accesses the Gmail message identifier, thread identifier, sender, subject, received date, and the short snippet supplied by Gmail. Pending does not request or store complete email bodies. Pending also stores Google OAuth access and refresh tokens required to maintain the connection.

How we use Google data

We use this data only to provide user-facing features: finding order-related messages, creating and updating order and delivery timelines, avoiding duplicate records, showing limited email evidence, and linking the user back to the original message in Gmail. Searches are restricted to order-related queries, bounded date ranges, and bounded result counts.

Sharing and transfer

Pending does not sell Google user data, use it for advertising, or transfer it to data brokers. Google user data may be processed by cloud hosting and database service providers solely as necessary to operate and secure Pending, under contractual confidentiality and data-protection obligations. We may disclose data when legally required. We do not transfer Gmail data to third-party AI or machine-learning services.

Protection

Google user data is transmitted over encrypted HTTPS connections and stored on access-controlled infrastructure. Application authorization, user-scoped database access controls, and restricted production access are used to limit access to authorized users and operational personnel who require it.

Retention, disconnection, and deletion

OAuth tokens are retained while Gmail remains connected. Disconnecting Gmail deletes Pending's stored Google connection and tokens and stops future Gmail access. Order records and limited message metadata already created before disconnection remain available until the user deletes the relevant records or requests account deletion. When an account-deletion request is completed, we delete or de-identify the associated Google user data unless retention is required by law, security, fraud-prevention, or dispute resolution obligations.

Limited Use

Pending does not use raw, derived, aggregated, or anonymized Google Workspace API data to develop, improve, or train generalized or personalized AI or machine-learning models. Pending does not create aggregated or anonymized datasets from Gmail data for unrelated purposes.

Pending's use and transfer of information received from Google APIs will adhere to the Google API Services User Data Policy, including the Limited Use requirements.

6. Sharing of Information

We do not sell personal information. We may share information with:

- Service providers who help us operate Pending (for example hosting, email, and billing).
- Legal or regulatory authorities when required by law.
- Parties involved in a merger, acquisition, or sale of assets, subject to applicable protections.

7. Data Retention

We retain information for as long as needed to provide Pending, comply with legal obligations, resolve disputes, prevent fraud, and enforce agreements. The specific retention and deletion practices for Google user data are described in Section 5. Other retention periods vary depending on data type and applicable legal requirements.

8. Security

We use reasonable administrative, technical, and organizational safeguards to protect personal information. No method of transmission or storage is completely secure.

9. Your Choices and Rights

- You can request access, correction, or deletion of your personal information.
- You can disconnect Gmail from Settings at any time. This deletes the stored Google connection and stops future Gmail access but does not automatically delete order records already created from Gmail data.
- You can request account deletion by contacting hello@pending.to.

10. Children's Privacy

Pending is not directed to children under 13, and we do not knowingly collect personal information from children under 13.

11. International Users

If you use Pending from outside the country where our systems are located, your information may be processed in jurisdictions with different data protection rules.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Updated versions will be posted on this page with a revised effective date.

13. Contact

Questions and account-deletion requests can be sent to hello@pending.to.