

Privacy Policy

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This policy covers two things: the Shelfbot website and client Portal at shelfbot.com, and the Shelfbot Handheld app for Android (`com.shelfbot.handheld`), which operators use on a site that has Shelfbot equipment installed. Each part below says which one it applies to.

Questions about anything here go to support@shelfbot.com.

The website and the client Portal

What we hold

Account information. Your name and email address, collected when you sign in. Sign-in is handled by Clerk, using Google.

Support correspondence. Messages you send to support, and anything attached to them.

Website analytics. We use Google Analytics to count visits to the website and see which pages are read. It is anonymous, and it is on the website only. There is no analytics of any kind in the Shelfbot Handheld app.

How we use it

We use account information to run your account and to contact you about the service. We do not sell personal information or warehouse data, and we do not pass either to anyone for marketing.

Where it is held

The website and stored files are hosted by Cloudflare. The Portal and its data run on servers we operate ourselves.

Cookies

Clerk sets a session cookie so you stay signed in. Google Analytics sets cookies to count visits. There are no advertising cookies.

Keeping and deleting it

We keep account information while the account is in use. You can ask us to delete your account and its data by writing to support@shelfbot.com.

Other companies involved

- **Clerk**, for sign-in
- **Google Analytics**, for anonymous website statistics
- **Cloudflare**, for website hosting and file storage

Each has its own privacy policy. The Shelfbot Handheld app uses none of them.

Shelfbot Handheld, the Android app

What the app is

Shelfbot Handheld is a client for Shelfbot equipment installed at a customer site. It talks to one server: the Shelfbot system on the customer's own network. Without an installation to connect to, it shows its own documentation and nothing else. It is not a general purpose app and it holds no account with us.

Nothing goes to Shelfbot

The app sends nothing to Shelfbot, to shelfbot.com, or to any other company. The operating and technical documentation it carries is built into the app, so reading it creates no network traffic at all.

One thing to be clear about: where a customer uses the client Portal, their own system sends its activity records to us. That is their system doing it, not the app.

What the app sends, and to whom

When an operator signs in and works:

- The PIN issued on the customer's own system is sent to that system to be checked. It is not kept on the device and it is never shown on screen.
- A session identifier, barcode scans, and pick and putaway actions are sent to that same system as the work is done.

All of it goes to the customer's own server, on the customer's own network. In the terms Google's Data safety form uses, we declare this as app activity and a session identifier: collected, required for the app to work, and not shared with any third party.

What the app keeps on the device

- the session identifier and the scanning mode preference
- the server address, if one has been typed in by hand

None of it is copied to Google's backup service. Clearing the app's storage or uninstalling it removes all of it.

Permissions

Two, both granted automatically, neither one asking the operator for anything: internet access, to reach the site's server, and network state, so the app can tell being off the site wifi from the server not answering. The app asks for no camera, location, files, contacts, phone or account permission. Scanning is done by the operator mobile computer's own scanner, which passes the barcode to the app as keyboard input, so the app never needs the camera.

No third party code

The app contains no analytics, no crash reporting, no advertising and no other third party libraries.

Deleting data the app has sent

The record of work sits on the customer's own system, so a request to remove it goes to whoever administers that system. We hold no separate copy from the app.

Children

The app is a workplace tool for adults. It is not directed at children and we do not knowingly collect anything from them.

Changes to this policy

We update this policy when what we do changes. The version on this page is always the current one.

Contact

support@shelfbot.com