

SERVICE PRIVACY POLICY

LINEWORK, INC

Last updated: 1 September 2026

Effective date: 1 September 2026

1 INTRODUCTION

This privacy policy (the “**Service Privacy Policy**”) applies to services, application and solutions (the “**Services**”) wholly or partly hosted by Linework Inc., a Delaware corporation or Linework AS, a Norwegian limited liability company (collectively “**Linework**”).

This Service Privacy Policy document describes the types of information that is collected and recorded by Linework from usage of the Services, how the information is collected, and how we use it.

If you have additional questions or require more information about our Service Privacy Policy, do not hesitate to contact us. You can contact us at support@linework.com.

This Service Privacy Policy applies only to the Services and is valid for users of the Services with regards to the information that they share, or which is otherwise collected by Linework from use of the Services.

This Service Privacy Policy applies to users of the Services in the United States. If you are located in the EU/EEA, a separate privacy policy governs our processing of your personal information and is available at [\[insert link\]](#). The rights described in section 11 depend on your state of residence.

This policy is not applicable to any information collected offline or via channels other than through the Services. Information collected through our website are covered by a separate privacy policy which is made available on the website. If you visit our website, we recommend that you read the website specific privacy policy thoroughly.

2 CONSENT

By using the Services, you consent to the Service Privacy Policy and agree to its terms. If you do not accept the terms of this Service Privacy Policy, you should refrain from using the Services.

3 INFORMATION WE COLLECT

When you use the Services as a tattoo artist or tattoo studio, Linework collects information about both you, your contacts, and your customers. In this relation, Linework acts as a service provider or processor on behalf of the tattoo artist or studio using Linework, as those terms are defined under applicable US state privacy laws. Our handling of that information is governed by the Data Processing Agreement [\[insert link\]](#) that forms part of our agreement with the artist or studio.

For users in the United States, the categories of personal information we collect, consistent with the categories defined under US state privacy laws (including the CCPA/CPRA, VCDPA, CPA, CTDPA and TDPSA), are set out below. The information we collect about you includes:

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- **Identifiers:** name, date of birth, postal address, email address, telephone number, IP address, account username. Source: directly from you.
- **Account and commercial information:** billing history, subscription tier, transaction records, fee data. Source: directly from you and automatically via the Services.
- **Payment information:** payment card token, billing address, processed via our payment vendors. Source: directly from you and from the third-party processor.
- **Client and booking data (where you are an artist or studio user):** client names, contact details, appointment history, deposit records. Source: directly from you, acting as the artist or business.
- **Images and portfolio content:** uploaded tattoo designs, reference images, portfolio photos. Source: directly from you.
- **Device and usage data:** browser type, device identifiers, log data, pages viewed, session duration. Source: automatically, via cookies and similar technologies.
- **Location data:** approximate location derived from IP address; precise geolocation only where you enable it. Source: automatically, with consent where required.
- **Sensitive personal information:** see the section below. Source: directly from you, where applicable.
- We do not sell precise geolocation, health information or biometric identifiers, and we do not knowingly collect government identification numbers unless required for identity verification.

This information is collected from users of the Service, who input and maintain the information for various purposes. We also collect certain types of information from your usage of the Services.

Sensitive personal information: Because the Services may involve tattoo design content, appointment scheduling and potentially health-adjacent information, such as allergies or skin conditions disclosed for a tattoo consultation, certain information may qualify as sensitive personal information under US state law, including health information disclosed during booking or consultation, precise geolocation where enabled, racial or ethnic origin where voluntarily disclosed, and biometric identifiers. We do not knowingly collect biometric identifiers and you should not upload biometric data to the Services.

Where state law requires opt-in consent before processing sensitive personal information, including in Colorado, Connecticut and Virginia, and subject to California's opt-out-with-limitation rules, we will obtain that consent before collection, and you may withdraw consent at any time via your personal settings.

4 HOW WE USE YOUR INFORMATION

4.1 DELIVERY OF SERVICE/CONTRACT CONCLUSION

We use your personal data to fulfill our agreements with you and our customers, i.e. when you use the Service as part of your business or make a payment through the Service.

4.2 ADMINISTRATION OF CUSTOMER RELATIONS

We use your personal data to manage our customer relationship with you. This could be, for example, customer service, complaint handling and error correction regarding your customer relationship.

4.3 ANALYSIS, BUSINESS DEVELOPMENT AND IMPROVEMENT OF SERVICES

We work continuously to develop and improve our services and products. Much of this work involves analyzing various forms of personal data, such as customer activity, customer history and account and profile information.

4.4 CUSTOMIZED USER EXPERIENCE

We adapt the user experience and communication to you based on your usage and we use personal data for this.

4.5 SALES AND MARKETING

We use personal data in connection with the sale and marketing of our products and services, for example when you receive e-mails from us. You have the option of opting out of parts of this processing by, for example, opting out of receiving emails from us.

In addition to this, we use your personal data for so-called profiling, where we derive interests and needs on the basis of your personal data. The purpose of profiling will be to make our marketing more relevant and to make the Service more tailored to your needs.

4.6 TRAINING OF ALGORITHMS

Linework uses artificial intelligence to enhance and improve the Service. For this purpose, Linework may use your personal information for the purpose of training machine learning algorithms. This may require sharing your personal information to the people involved with the development of such algorithms. To the extent possible, Linework will ensure that your personal information is replaced with pseudonymous information, both when shared with developers and when used in algorithm training.

You may opt out of this by contacting us at support@linework.com.

4.7 SYSTEM MONITORING, ERROR CORRECTION, ETC.

We monitor our systems for errors and problems. Part of these processes involve the storage and processing of personal data.

4.8 SECURITY, DETECTION OF FRAUD AND CRIMINAL ACTS

We process personal data in our work to protect our users and ourselves against fraudulent activity, abuse, and criminal acts.

4.9 COMPLY WITH LEGAL OBLIGATIONS

In some cases, we are required to process personal data for reasons of other legal obligations. An example of this is information related to sales, which we are obliged to account for and store in accordance with applicable tax and bookkeeping laws.

5 WHO RECEIVES YOUR INFORMATION

The information we collect through the Services is only available for the people in charge of the Services, the people adding information to the Service and the people to which this information is shared by our users. When the Service is used for payment, your information will also be shared with the payment vendors, which may be [Dintero](#) or [Stripe](#), depending on the preferences used for your specific payment.

Ultimately, our customers are responsible for providing the notices and obtaining any consents required by applicable law for the information they input to the Service, and for the way they use it.

That also means that our customers ultimately decide who the information is shared with in addition to what is included in these terms.

If you think someone misuses your information in Linework, we encourage you to reach out to us as we can assist.

We share personal information with the following categories of recipients:

- **Service providers and processors:** cloud hosting, payment processing, email and SMS delivery, customer support tooling and analytics providers, in each case under contracts restricting their use of the information to providing services to us.
- **Other users:** if you are a client booking with an artist, the artist and their studio can see the information you submit for your appointment.
- **Legal and safety:** law enforcement, regulators or other parties where required by law or legal process, or to protect the rights, property or safety of Linework, our users or the public.
- **Business transfers:** in connection with a merger, acquisition, financing or sale of assets.

Sale and sharing under US state law

Some US state laws define "sale" and "sharing" broadly enough to include providing personal information to analytics or advertising partners in exchange for value, even where no money changes hands. We may, depending on the services used by you, sell or share personal information as defined by applicable state law.

6 RETENTION OF YOUR INFORMATION

The information we collect will be stored for as long as they are used by our customers. In the same way as our customers ultimately decide what they use your information for, our customers also decides for how long the information is stored by Linework.

Linework will ask the user to delete your information when it has not been used for some time, but ultimately the decision to retain the information will be made by our customers. Therefore it is not possible for us to define exactly how long your information will be stored.

The information we collect from other sources than input from our users will be retained for six months, except for information related to payments and contracts between our customers and their customers, which will be stored for as long as our customers decide.

We retain personal information only for as long as reasonably necessary for the purposes described in this Service Privacy Policy. Specifically:

- Account and profile data: for the duration of your account plus [X] days after deletion.
- Transaction and billing records: [X] years, as required for tax, bookkeeping and payment-processor compliance.
- Client and booking data entered by artists or studios: retained in accordance with the artist's or studio's account settings and deleted on account closure, subject to legal holds.
- Server and log data: [X] days.

7 LOCATION OF YOUR DATA

Information collected through your use of the Services is stored on servers in the United States.

8 LOG FILES

Linework follows a standard procedure of using log files. These files log users' activities and actions within the Service. All hosting companies do this as a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any other information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

9 ADVERTISING PARTNERS PRIVACY POLICIES

None of the information we collect from your use of the Services is shared or made available to third party advertisers, except when being shared as part of our services to you.

Cookies and tracking technologies: We use cookies and similar technologies for authentication, functionality, analytics and, where applicable, advertising. You can manage your cookie preferences via through your browser settings.

Do Not Sell or Share My Personal Information

Where applicable state law gives you the right to opt out of the sale or sharing of your personal information or of targeted advertising, you can exercise it via the "Do Not Sell or Share My Personal Information" link [insert link], available in the website footer and in the app settings.

Global Privacy Control

We detect and honor the Global Privacy Control (GPC) signal as an opt-out of sale, sharing and targeted advertising for browsers that transmit it, consistent with the requirements of the states that recognize GPC as a valid opt-out mechanism, including California, Colorado, Connecticut, Texas, Montana and Oregon.

10 THIRD PARTY PRIVACY POLICIES

Linework's Service Privacy Policy does not apply to third party websites which are linked to through the Service. Thus, we are advising you to consult the respective privacy policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options. You may get an updated list of relevant third-party suppliers by contacting us at support@linework.com.

11 YOUR RIGHTS

If you wish to exercise any of your rights, contact us at support@linework.com.

Depending on your state of residence, you may also have the right to:

- know and access the categories and specific pieces of personal information we hold about you;
- correct inaccurate personal information;

- delete your personal information, subject to legal exceptions;
- receive a copy of your personal information in a portable, machine-readable format;
- opt out of the sale or sharing of your personal information and of targeted advertising;
- opt out of profiling in furtherance of decisions that produce legal or similarly significant effects;
- non-discrimination, meaning we will not deny you goods or services, charge you a different price or provide a different level of service because you exercised these rights; and
- appeal a denial of your request. If we deny your request you may appeal by e-mail to support@linework.com within 30 days of the denial. If your appeal is denied, several states allow you to contact your state Attorney General.

11.1 RIGHT TO ACCESS YOUR OWN INFORMATION

You can request a copy of all the information we process about you. Contact us at the email address above to exercise your right of access.

11.2 RIGHT TO CORRECTION OF PERSONAL DATA

You have the right to ask us to correct or supplement information that is incorrect or misleading.

11.3 THE RIGHT TO DELETE PERSONAL DATA

You have the right to have your personal data deleted without undue delay. You can therefore ask us to delete information about yourself at any time. But please note that information that we are required to keep due to other legal obligations (such as applicable tax and recordkeeping laws) will not be deleted.

11.4 DATA PORTABILITY

You have the right to receive your personal data in a structured, commonly used and machine-readable format. Contact the email address above to have your personal data disclosed.

11.5 YOU CAN COMPLAIN ABOUT OUR PROCESSING OF PERSONAL DATA

We hope you will speak up if you think we are not complying with applicable privacy laws. Please let us know first through the contact or channel you have already established with us. You can also complain about our processing of personal data. You may contact your state Attorney General; California residents may contact the California Attorney General's office regarding privacy concerns.

12 CHILDREN'S INFORMATION

The Services are not directed to, and we do not knowingly collect personal information from, children under 13. If we learn that we have collected personal information from a child under 13 without verifiable parental consent, we will delete it promptly. If you think that your child provided this kind of information through our Services, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

Users aged 13 to 17 in California and other states with expanded teen protections are subject to additional restrictions on the sale or sharing of their personal information and on targeted advertising directed at them.

Automated decision-making: The Services do not use automated processing or algorithms to make decisions that produce legal or similarly significant effects concerning you, such as automated fraud or risk scoring that denies service, or automated pricing decisions.

Data security: We implement administrative, technical and physical safeguards designed to protect personal information, including encryption in transit, access controls and vendor security review. No system is completely secure, and we cannot guarantee the absolute security of information transmitted to or stored on the Services.

Changes to this Service Privacy Policy: We may update this Service Privacy Policy from time to time. Material changes will be notified and the "Last updated" date above will be revised. Continued use of the Services after changes take effect constitutes acceptance, to the extent permitted by law.

Contact us: Linework AS, Rolfsbuktveien 20, 1364 Fornebu, Norway. Org. no. 925 848 638. Email: support@linework.com.