Privacy & Data Retention Policy

PUBLIC-FACING | Fritz Consulting LLC | fritzconsulting.io | U.S. / Ohio market

1. Scope and operator

Fritz Consulting LLC operates its website at fritzconsulting.io and offers home-repair project support under the AccordMint name (collectively, "AccordMint," "we," or "us"). This policy is intended for services marketed to customers in Ohio and the United States. It is a draft and is not effective until published and adopted.

AccordMint helps customers describe repair projects, prepare project materials, and obtain optional purchasing or contractor-related assistance. We are not a healthcare service or a payment-card processor.

2. Information collected

Account and contact data. Name, email address, account/customer identifier, and any contact information submitted.

Project data. Project descriptions, property or job location details, uploaded photographs, optional voice recordings, resulting transcriptions, drafts, final project documents, and project status.

Transaction records. Selected services, prices, order and payment identifiers, and payment status. Full card numbers and security codes should be entered only into the Wix-managed checkout, not our forms or messages.

Technical data. Website operation and security information such as device/browser data, IP address, login records, and cookie preferences, to the extent collected by Wix or configured services.

3. Purposes and permitted uses

We use information to create accounts, understand repair requests, prepare deliverables, communicate about projects, administer payments, support customers, detect abuse, maintain records, and satisfy legal obligations. We do not request Social Security numbers, passwords, full payment-card details, or medical information in project submissions.

If a customer inadvertently uploads sensitive information, we may restrict access, request replacement materials, or remove unnecessary content.

4. Service providers and contractor disclosures

Wix provides website hosting and payment-related services. Depending on the enabled workflow, transcription or other AI service providers may process submitted text or audio. Where a customer purchases relevant services, necessary project details may be shared with prospective contractors or vendors for quotes or comparison. We limit disclosures to information reasonably needed for the requested service.

We do not authorize public reuse of customer identity or project photos without permission. We do not sell customer personal information as part of the proposed business model; this statement must be rechecked against any analytics, advertising, or third-party integrations before publication.

5. Proposed retention schedule — verify before publication

Unsubmitted drafts. Target: delete or anonymize after 30 days of inactivity, subject to technical feasibility.

Original voice recordings. Target: delete within 3 days after a usable transcription is produced, unless retention is needed to resolve a processing failure or customer dispute.

Project files and transcriptions. Target: retain for 24 months following project completion or last substantive activity, then delete or anonymize unless there is a legitimate business, legal, or dispute-related hold.

Invoices and business transaction records. Target: retain for 7 years for tax/accounting support; retain only necessary transaction metadata, not full payment-card numbers.

Security and application logs. Target: 90 days where configurable; provider-controlled retention and backup cycles may differ.

These are proposed business rules, not a statement that automatic deletion is already configured. Backup copies and vendor-controlled records may be removed under separate provider schedules.

6. Security and deletion

We intend to restrict project information to authorized accounts and personnel, use secure accounts and access controls, rely on Wix-managed hosted infrastructure for supported security functions, and review third-party integrations. No method of electronic storage or transfer is guaranteed to be perfectly secure.

Deletion requests will be reviewed against ownership verification, business requirements, legal holds, accounting obligations, and the capabilities of each vendor. Where deletion cannot be completed immediately, we will explain the limitation when appropriate.

7. Privacy requests and communications

Customers may request access, correction, or deletion of information by contacting us using the website's published contact channel. We may verify identity before releasing or deleting account or project records. Some records must be retained for legal, tax, antifraud, or dispute-resolution reasons.

Operational project emails, including submission and document-ready notices, are distinct from optional promotional marketing. Marketing opt-out options should be provided if marketing is enabled.

8. Cookies and website analytics

Wix and configured tools may use necessary cookies for security, login, and site functions. Additional analytics or advertising cookies depend on which integrations are enabled. We will provide an appropriate cookie notice and controls where required by applicable law. The actual cookie inventory and consent configuration must be reviewed before publishing this policy.

9. Data incidents and changes

We investigate suspected unauthorized access and provide required notices under applicable law. Ohio Revised Code §1349.19 generally requires notice to affected Ohio residents as expeditiously as possible and, when its triggering conditions are met, no later than 45 days after discovery, subject to statutory exceptions.

We may revise this policy as our services or systems change. Material updates will be reflected by the effective date posted with the policy.

10. Contact and effective date

Privacy inquiries: use the official contact method published at fritzconsulting.io.