



STARBOARD LLC

Privacy Policy

Effective date: June 2026 · Version: 1.0

1. Introduction

This Privacy Policy explains how Starboard LLC ("Starboard," "we," "us," or "our") collects, uses, and protects information in connection with our website at starboard.fyi, our communications with prospects and customers, and the Starboard software product (the "Product"). It applies to information we handle as a business. It does not change or replace the **Data Collection & Privacy** documentation that describes, in technical detail, the operational telemetry the Product transmits; that document remains the authoritative technical reference, and this Policy summarizes it in Section 4.

Starboard LLC is a single-member limited liability company organized in Connecticut, USA. If you have questions about this Policy, contact us at contact@starboard.fyi.

2. The short version

- We collect very little, and we collect it for clear operational reasons.
- We do **not** sell your information, share it for advertising, or use it to train AI models.
- The Starboard Product runs inside your own environment. **Your directory data — your users, groups, and their attributes — never leaves your network and is never sent to us.**
- The only information the Product sends us is a small set of aggregate operational metrics, fully itemized in our Data Collection & Privacy documentation and summarized below.
- Information you give us directly (for example, by requesting a demo or becoming a customer) is used only to respond to you and to provide the Product.

The sections below give the detail.

3. Information we collect from you directly

Demo requests and inquiries. When you submit the contact or demo-request form on starboard.fyi, or email us, we collect the information you provide — typically your name,

email address, organization, and the content of your message. The form is processed through a third-party form-handling service (Formspree) that delivers the submission to us by email. We use this information solely to respond to your inquiry and to follow up about Starboard.

Customer and billing information. If your organization becomes a customer, we collect the information necessary to establish and bill the account — for example, a billing contact name, email address, organization name, and billing details. Payment and invoicing are handled through our banking and payments provider (Mercury); we do not store full payment-card numbers ourselves.

Correspondence. We retain email and other correspondence with prospects and customers as needed to support the relationship and keep records of our agreements.

We do not use cookies to track you across other websites, and starboard.fyi does not serve third-party advertising.

4. Information the Product sends us (operational telemetry)

The Starboard Product is installed and operated inside your own infrastructure. In normal operation, each installation transmits a small payload of **aggregate operational metrics** to our licensing service once every 24 hours, on the same cycle that validates your license. This payload is limited to:

- Your license key and an opaque per-installation identifier;
- The software version, deployment mode, configured permission tier, and database backend;
- Aggregate counts only — number of users and groups, commands run in the last 24 hours, error rate, and background-queue depth.

The Product **never** transmits to us: the content of any command, audit-log content, the names or identifiers of any of your directory users, group or organizational-unit names, IP addresses, or your domain or tenant identifiers. We cannot see your directory, we cannot see what your administrators type, and we do not know who your users are.

The complete, field-by-field disclosure — including how this data is stored, retained, and accessed — is provided in our **Data Collection & Privacy** documentation, which is incorporated into this Policy by reference. As described there, this telemetry is part of the Product's licensing heartbeat and is not separately disableable; this is disclosed before purchase.

5. How we use information

We use the information described above to:

- Respond to your inquiries and provide demonstrations;
- Provide, license, support, and improve the Product;
- Diagnose issues, monitor the operational health of installations, and plan capacity;
- Bill and administer customer accounts;
- Communicate with you about your account, the Product, and material changes to our terms or this Policy;
- Comply with applicable law.

We do **not** sell your information, rent it, share it with third parties for their own marketing, use it for cross-site advertising, or use it to train artificial-intelligence or machine-learning models.

6. How information is shared

We share information only in these limited circumstances:

- **Service providers.** We use a small number of third-party providers to operate our business — for example, a form-handling service (Formspreet) for website inquiries, a banking and payments provider (Mercury) for billing, an email/productivity provider for correspondence, and cloud hosting (Render) for our licensing service. These providers process information only as needed to provide their service to us.
 - **AI processing.** The Product's natural-language interpretation is brokered through our hosted service, which forwards the request to our AI provider. As described in the Data Collection & Privacy documentation, the content of these requests is not retained by our service. The command text you enter is processed to interpret it; you should avoid entering sensitive secrets into free-text commands (the Product provides structured input paths that do not route through the AI for this reason).
 - **Legal requirements.** We may disclose information if required by law, subpoena, or other valid legal process, or to protect the rights, safety, or property of Starboard, our customers, or others. As noted in Section 4, the information we hold about a customer's environment consists of aggregate metrics only, so there is limited information available to disclose.
 - **Business transfer.** If Starboard is involved in a merger, acquisition, or sale of assets, information may be transferred as part of that transaction; we would provide notice of any such change in ownership or control of your information.
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7. Data storage, security, and retention

Where data lives. Information we collect as a business (inquiries, correspondence, billing records) is held in the systems of the service providers named above, located in the United States. The Product's operational telemetry is stored on our licensing service, hosted in the United States.

Product data stays with you. All of your directory data handled by the Product — the substance of what Starboard manages — is stored locally within your own environment and is under your control. It is not transmitted to or stored by us.

Security. We take reasonable measures to protect the information we hold, including transport encryption for data in transit and access controls limiting who can reach it. Within Starboard LLC, access to telemetry and customer data is limited to the owner.

Retention. We retain inquiry and correspondence information for as long as needed to respond and maintain a reasonable business record, and customer account records for the duration of the relationship and as required for tax and legal purposes afterward. Operational telemetry is retained as described in the Data Collection & Privacy documentation (detailed records for 90 days, then reduced to monthly aggregates). When a customer's subscription ends and their license is revoked, the telemetry records associated with that license are deleted.

8. Your choices and rights

- **Inquiries.** You can ask us at any time to delete the information you submitted through a demo request or inquiry; contact contact@starboard.fyi.
- **Customer data.** Customers may request information about, correction of, or deletion of their account and telemetry records, subject to records we must retain for legal and tax purposes.
- **Communications.** You can opt out of non-essential communications from us at any time by replying to ask us to stop or using any unsubscribe mechanism provided.

Depending on where you live, you may have additional rights under applicable privacy laws (such as the right to access, correct, or delete personal information, or to object to certain processing). To exercise any such right, contact us at contact@starboard.fyi and we will respond as required by applicable law. Given the limited information we collect, most requests can be satisfied quickly.

9. Children

Starboard is a business product not directed to children, and we do not knowingly collect personal information from anyone under 16.

10. International users

Starboard LLC is based in the United States and operates its services in the United States. If you contact us or use the Product from outside the United States, you understand that information you provide will be handled in the United States.

11. Changes to this Policy

We may update this Policy from time to time. When we make a material change, we will update the effective date above and, where appropriate, notify customers. Your continued use of the website or the Product after a change takes effect constitutes acceptance of the updated Policy.

12. Contact

Questions, requests, or concerns about this Policy or your information:

Starboard LLC Email: **contact@starboard.fyi**