

# OhShip Unlock Hidden Charges — Privacy Policy

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**Plain English Summary:** OhShip! is a Shopify app that analyses your shipping margin data. To do this, we access your Shopify order data — specifically shipping costs, charges, and carrier adjustment information. We do not sell your data. We do not share it with third parties except where required to operate the app. You can request deletion of your data at any time.

## 1. Who We Are

OhShip Unlock Hidden Charges ("OhShip!", "we", "us", "our") is a Shopify application operated by **MAD CUT MEDIA LTD**, a company registered in England and Wales (Company No. 17198303), with its registered office at 41 Oldfields Road, Sutton, Surrey, England, SM1 2NB.

For the purposes of data protection law, we are the **data controller** in respect of your personal and business data. When we process data on behalf of your Shopify store's customers, we act as a **data processor**.

Contact us at: [support@oh-ship.app](mailto:support@oh-ship.app)

## 2. What Data We Collect

When you install and use OhShip!, we access and process the following data from your Shopify store via the Shopify API:

Data Type

What It Includes

Why We Need It

Order data	Order numbers, dates, products, shipping charges billed to customers	Core app functionality — margin analysis
Shipping label data	Amount paid for shipping labels per order	To calculate your shipping margin
Order timeline data	Carrier adjustment events and their details	To detect and surface hidden carrier adjustments
Merchant account data	Store name, email address, billing plan, account region	Account management, billing and regional compliance
App usage data	Features accessed, session activity, export attempts	Service improvement and refund eligibility tracking
Customer data (limited)	Customer-facing order references where included in order data	Incidental to order data access; not used independently

We follow the principle of **data minimisation** — we only access data that is necessary to provide the app's core functionality.

### 3. How We Use Your Data

We use the data collected for the following purposes:

- Providing the core shipping margin analysis and carrier adjustment detection features
- Operating the order hold, notification and review functionality
- Managing your subscription, billing and account
- Enforcing our Terms of Service and Refund Policy, including determining refund eligibility
- Improving the app's functionality and performance
- Responding to support requests
- Complying with legal obligations

We do **not** use your data for advertising, profiling, or sell it to any third party.

## 4. Legal Basis for Processing (UK & EU)

For merchants in the UK and European Union, we process your data on the following legal bases under UK GDPR and EU GDPR:

Processing Activity	Legal Basis
Providing app functionality	Performance of contract (Article 6(1)(b))
Billing and payments	Performance of contract (Article 6(1)(b))
Fraud prevention and refund eligibility	Legitimate interests (Article 6(1)(f))
Compliance with legal obligations	Legal obligation (Article 6(1)(c))
Service improvement and analytics	Legitimate interests (Article 6(1)(f))

## 5. Data Sharing

We do not sell, rent or trade your data. We share data only in the following limited circumstances:

- **Shopify:** As the platform through which our app operates. Shopify's own Data Processing Addendum governs their handling of data.
- **Hosting and infrastructure providers:** Cloud service providers used to host the app and store data securely (e.g. AWS, Google Cloud). All such providers are bound by appropriate data processing agreements.
- **Legal requirements:** Where required by law, court order or regulatory authority.
- **Business transfers:** In the event of a merger, acquisition or sale of the business, your data may be transferred as part of that transaction. You will be notified in advance.

## 6. Data Retention

Data Type

Retention Period

Order and shipping margin data	Duration of active subscription + 90 days post-cancellation. You will receive an automated email reminder 14 days before your data is scheduled for deletion. If you cancelled without having held a paid plan (and therefore without access to the data export feature), contact us at <a href="mailto:support@oh-ship.app">support@oh-ship.app</a> within the 90-day window to request a free one-time data export.
Account and billing data	7 years (UK legal requirement for financial records)
App usage logs and flags	Duration of subscription + 12 months
Support communications	3 years from last contact

Upon request, we will delete your data earlier than the above periods where we have no legal obligation to retain it.

## 7. International Data Transfers

Your data may be processed outside the UK or European Economic Area (EEA) by our infrastructure providers. Where this occurs, we ensure appropriate safeguards are in place, including:

- UK International Data Transfer Agreements (IDTAs)
- EU Standard Contractual Clauses (SCCs)
- Adequacy decisions where applicable

## 8. Your Rights

Depending on your location, you have the following rights regarding your personal data:

**Right**

**Description**

**Available to**

Access	Request a copy of the data we hold about you	UK, EU, US (some states)
Rectification	Request correction of inaccurate data	UK, EU
Erasure	Request deletion of your data	UK, EU, US (some states)
Restriction	Request we limit how we process your data	UK, EU
Portability	Request your data in a machine-readable format	UK, EU
Objection	Object to processing based on legitimate interests	UK, EU
Opt-out of sale	We do not sell data — this right is not applicable	US (CCPA/CPRA)

To exercise any of these rights, contact us at [support@oh-ship.app](mailto:support@oh-ship.app). We will respond within 30 days.

UK and EU merchants also have the right to lodge a complaint with a supervisory authority — in the UK this is the **Information Commissioner's Office (ICO)** at [ico.org.uk](https://ico.org.uk).

## 9. Security

We implement appropriate technical and organisational measures to protect your data, including:

- TLS encryption for all data in transit
- Encryption at rest for stored data
- Role-based access controls limiting who can access data internally
- Regular security reviews and vulnerability assessments
- Shopify's OAuth 2.0 authentication for all API access

In the event of a data breach that is likely to affect your rights, we will notify you and the relevant supervisory authority within 72 hours of becoming aware of it.

## 10. Cookies

OhShip! operates within the Shopify admin interface. We may use essential session cookies to maintain your login state. We do not use tracking or marketing cookies. If you visit our marketing website, a separate cookie policy applies.

## 11. Children's Data

OhShip! is a business tool intended for use by merchants and their authorised staff. It is not directed at individuals under the age of 18, and we do not knowingly collect data from minors.

## 12. US Privacy Rights — CCPA / CPRA

This section applies to residents of California and other US states with applicable privacy laws (including Virginia, Colorado, Connecticut and Texas).

**We do not sell your personal data.** OhShip! does not sell, rent, share for cross-context behavioural advertising, or otherwise trade personal data as defined under the California Consumer Privacy Act (CCPA), California Privacy Rights Act (CPRA), or any equivalent US state privacy law. No opt-out mechanism is required as we do not engage in the sale or sharing of personal data for advertising purposes.

As a US-based merchant using OhShip!, you have the following rights under applicable state privacy laws:

Right	Description
Right to Know	Request disclosure of the categories and specific pieces of personal data we have collected about you
Right to Delete	Request deletion of personal data we have collected, subject to legal retention obligations
Right to Correct	Request correction of inaccurate personal data
Right to Opt-Out of Sale	Not applicable — we do not sell personal data
Right to Non-Discrimination	We will not discriminate against you for exercising any of your privacy rights

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 Right to Data Portability

Request a copy of your personal data in a portable format

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To exercise any of these rights, contact us at [support@oh-ship.app](mailto:support@oh-ship.app). We will respond within 45 days as required by California law, with a possible 45-day extension where reasonably necessary.

We do not use sensitive personal information for purposes beyond those necessary to provide our services, and we do not collect sensitive personal information as defined under CPRA (such as social security numbers, financial account details, or precise geolocation data).

## 13. Shopify Protected Customer Data

OhShip! accesses merchant order and shipping data via the Shopify Admin API in accordance with Shopify's Protected Customer Data requirements. The following sets out our approach:

### 13.1 Data Minimisation

We process only the minimum personal data required to provide our app's functionality to merchants. We do not request access to any customer data fields beyond those strictly necessary to calculate shipping margins and detect carrier adjustments.

### 13.2 Protected Data Scopes

OhShip! accesses the following data categories through Shopify's API, subject to Shopify's approval process for protected customer data:

Data Category	Scope Required	Purpose
Order data (order numbers, dates, values)	read_orders	Core margin analysis functionality
Shipping and fulfilment data	read_shipping, read_fulfillments	Label cost retrieval and carrier adjustment detection
Order timeline / events	read_orders	Carrier adjustment detection from timeline data
Customer-facing order references	read_orders	Incidental to order data; not independently processed

We do not request or store customer names, email addresses, phone numbers or physical addresses beyond what is incidentally included in order data records. We do not use web pixels or track customer behaviour on merchant storefronts.

### 13.3 Mandatory Compliance Webhooks

In accordance with Shopify's requirements, OhShip! is subscribed to and processes the following mandatory compliance webhooks:

- **customers/data\_request** — responds to merchant requests for customer data held by the app
- **customers/redact** — deletes customer data upon merchant request
- **shop/redact** — deletes all store data 48 hours after app uninstallation

These webhooks ensure that data subject rights can be fulfilled and that data is deleted promptly upon app removal.

### 13.4 Transparency

We are transparent with merchants about what personal data is processed and why. This information is included in this privacy policy and our Data Processing Agreement, which merchants can access at any time.

## 14. Changes to This Policy

We may update this Privacy Policy from time to time. Where changes are material, we will notify you by email or via an in-app notification at least 14 days before they take effect. Continued use of the app after that date constitutes acceptance of the updated policy.

## 15. Contact Us

For any privacy-related queries or to exercise your rights:

### MAD CUT MEDIA LTD

41 Oldfields Road, Sutton, Surrey, England, SM1 2NB

Email: [support@oh-ship.app](mailto:support@oh-ship.app)

Website: [ohship.app](https://ohship.app)

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