



Privacy Policy

Introduction

At OneStopSocial ("OneStopSocial", "we", "us", or "our"), your privacy matters. Our goal is to provide a streamlined keyword monitoring tool for Facebook Groups while maintaining a strong commitment to data protection, transparency, and user control.

By installing and using the OneStopSocial Chrome Extension or visiting our website, you agree to the practices outlined in this Privacy Policy and our Terms of Use. If you disagree with any part of these policies, please discontinue use of our services immediately.

Information We Collect

- Name
- Email address
- Phone number (optional)
- IP address and session/browser metadata
- Keywords you input into our extension
- Analytics data on website and extension usage
- Billing information (processed by Stripe)

Note: We do not collect or store any private messages, personal content, or sensitive information from your social media accounts.

Use of Data

- Your keywords are used exclusively to filter and surface relevant posts from Facebook Groups.
- Website and extension analytics help us improve functionality and user experience.
- We may use aggregated usage patterns to understand engagement or improve features.
- We do not store or process the content of posts beyond temporary caching to provide keyword-matching features.

Facebook Data Handling

We do not permanently store, access, or share any personal data from Facebook or any other social media platforms.

- The only data temporarily cached is publicly visible Facebook Group post content that your browser has access to, for the sole purpose of keyword matching.
- This cached data is stored locally in your browser and auto-deletes within 30 days.

Payment Security

All payment transactions are securely processed by **Stripe**. OneStopSocial does not store any of your credit card information.

For details on how Stripe handles your data, visit: <https://stripe.com/privacy>.

Third-Party Tools and Vendors

We carefully select partners who comply with global data protection regulations, including the GDPR. Below are key services we integrate with:

Xano

- **Purpose:** Subscription data storage
- **Data Stored:** Email, account settings
- **Location:** United States
- **Compliance:** ISO 27001, ISO 9001, ISO 27701 & GDPR

Stripe

- **Purpose:** Payment and subscription processing
- **Data Stored:** Credit card info, billing email
- **Location:** Global
- **Cookies:** Yes
- **Compliance:** PCI DSS & GDPR

Disclosure of Information

We only disclose your data under the following conditions:

- To service providers strictly for the purpose of operating, improving, or securing our services
- To payment processors as required to fulfill transactions
- To comply with legal obligations or government requests
- To prevent fraud or abuse of our services
- With your explicit consent, when applicable

We will **never sell or rent** your personal data.

Cookies and Tracking

We use cookies solely to support login sessions, performance insights, and support tools. You can disable cookies via your browser settings, but some features may stop functioning.

Data Security

- All communication between your browser and our servers is encrypted using HTTPS (SSL).
- No private Facebook data is transmitted or stored by us.
- We continuously monitor and update our infrastructure to prevent unauthorized access or data loss.

Your Account & Responsibility

If you create an account with OneStopSocial, you are responsible for maintaining the confidentiality of your login information. Please contact us at info@onestopsocial.com if you suspect unauthorized use of your account.

Legal Disclaimer

While we prioritize security and privacy, we cannot guarantee complete confidentiality over open networks or third-party services. Use of our site and extension is at your discretion.

Updates to This Policy

- We may update this policy from time to time. Significant changes will be communicated via email or a notification within the extension.
- Continued use of the service constitutes your acceptance of the revised policy.

Contact

If you have any questions, feedback, or concerns, please contact us at:

Email: info@onestopsocial.com

Website: <https://www.onestopsocial.com>