

Privacy Policy

CRE8 · Last updated October 1, 2026 · <https://relay.cre8.xyz/view/legal/privacy>

The short version: we collect what we need to run CRE8, take payments and keep the network safe. We do not sell your personal information or use it for third-party advertising. Public content and public ledger records can be seen by others and copied across the peer network. You can ask us to access, correct, export or delete your information at any time.

This Privacy Policy explains how CRE8 ("we", "us" or "our") collects, uses and shares personal information when you use our websites, applications, runtime software, peer network and related services (the "Services"), and the choices you have.

When a business uses CRE8 to run its own website, shop, booking page or other service, that business decides how its customers' information is used, and its own privacy notice applies. We process that information on the business's behalf. See "Businesses that use CRE8" below.

1. Information we collect

Information you give us

- Account details, such as your name, email address, phone number, username, password or sign-in keys, and profile information.
- Content you create, upload, stream or send, such as sites, pages, posts, images, video, audio, products, messages, chat and files.
- Purchase and order details, such as the items you buy, billing and shipping addresses, and order history.
- Information you submit through forms, bookings, event registrations, surveys and support requests, and your communications with us.
- If you sign an agreement with us electronically, your name, title, email address, the time you signed and the version of the document you signed.

Payment information

Card and bank details are entered with and processed by our payment processors, such as Stripe. We do not receive or store full card numbers. We receive limited information from them, such as the payment status, the card brand and its last four digits.

Information collected automatically

- Device and log information, such as your IP address, browser type, operating system, the pages and features you use, referring pages, and the date and time of requests. We may derive an approximate location, such as city or region, from your IP address.
- Peer network information, if you run a CRE8 node: node and peer identifiers, public keys, connection metadata, and counts of the data your node sends and receives. We use these counts to operate the network and to account for credits.
- Live-stream and viewing information, such as when you watch a stream, view counts, reactions and chat activity.

- Cookies and local storage. We use a cookie to keep you signed in and to secure your session, and your browser's local storage to remember preferences such as layout and theme. We measure page views and feature use with our own first-party tools. CRE8's own pages do not use third-party advertising cookies.

Information from other sources

- Payment processors, fulfillment partners and messaging providers tell us about payment status, shipping and tracking, and message delivery.
- People may invite you to a site, organization or project, which gives us your name or contact details.
- We collect publicly available business information, such as the content of a business's public website and its published contact details, to research and prepare proposals for that business.

2. How we use information

We use personal information to:

- provide, operate and maintain the Services, including your account, sites, shops, streams and the peer network;
- process payments, orders, subscriptions, refunds and agreements, and keep accurate records;
- send service messages, such as receipts, order and shipping updates, security alerts and account notices;
- send marketing and product updates where the law allows; you can opt out at any time;
- provide customer support and respond to your requests;
- detect, investigate and prevent fraud, abuse, security incidents and violations of our Terms;
- keep the CRE8 ledger and credit records accurate;
- understand how the Services are used and improve them;
- comply with legal obligations, and establish or defend legal claims.

AI-powered features

When you use a feature that relies on artificial intelligence, such as drafting text, generating speech or analyzing content, we send the content needed for that feature to the AI provider that powers it, such as Anthropic, OpenAI or ElevenLabs. They process it to return results to us. Do not submit information to those features that you do not want processed for that purpose.

3. How we share information

We do not sell your personal information, and we do not share it for cross-context behavioral advertising. We share personal information only as described here.

- **Service providers** who process information for us under contract, including hosting and infrastructure (such as Railway), payment processing (such as Stripe), email delivery (such as Mailgun, Postmark, Resend or SendGrid), text messages and voice (such as Twilio), maps (such as Mapbox and OpenStreetMap), printed mail (such as Lob or PostGrid), product printing and fulfillment (such as Printful and Gelato), and AI features (such as Anthropic, OpenAI and ElevenLabs).
- **Businesses you buy from or book with.** When you place an order, buy a ticket or make a booking with a business on CRE8, we share the details that business needs to serve you.
- **Other users and the public.** Your public profile, public content, live chat and public ledger records,

such as receipts for credits, are visible to others and may be replicated to other CRE8 nodes.

- **For legal reasons**, when we believe in good faith that disclosure is required by law or legal process, or necessary to protect the rights, property or safety of CRE8, our users or the public.
- **In a business transfer**, such as a merger, acquisition or sale of assets, subject to this Policy.
- **With your consent** or at your direction.

4. Businesses that use CRE8

When a business runs a website, shop, booking page, event or other service on CRE8, information its visitors and customers provide, such as form entries, bookings, orders and newsletter sign-ups, belongs to that business. We act as its service provider (sometimes called a processor): we process the information to provide our services to that business, under its instructions, and not for our own marketing. To exercise your rights over that information, contact the business; we will help it respond.

5. How long we keep information

We keep personal information for as long as your account is active and as needed to provide the Services. We keep transaction records, tax records and signed agreements for as long as the law requires, typically seven years. Logs are kept for shorter periods unless we need them for security or legal reasons. When information is no longer needed, we delete or de-identify it. Copies that were made public and replicated to other nodes may remain outside our control.

6. Security

We use safeguards appropriate to the information we handle, including encryption in transit, access controls and signed records. No method of transmission or storage is completely secure, so we cannot guarantee absolute security. If we learn of a security incident that affects your personal information, we will notify you as required by law.

7. Your choices and rights

You can review and update much of your information in your account. You can also contact us at the contact options on <https://cre8.xyz> to ask us to:

- tell you what personal information we hold about you and how we use it, and give you a copy in a portable format;
- correct inaccurate information;
- delete your information, subject to records we must keep by law;
- stop sending you marketing messages. You can also use the unsubscribe link in any marketing email, or reply STOP to any text message.

We will verify your request before acting on it, and you may use an authorized agent. We will not discriminate against you for exercising your rights. If we decline a request, we will explain why, and where the law provides one, you may appeal our decision by replying to our response.

Residents of California and other U.S. states

Depending on where you live, including California, Colorado, Connecticut, Virginia and other states with consumer privacy laws, you may have the rights described above to know, access, correct, delete and port your personal information, and to opt out of its sale, its sharing for targeted advertising, and certain

profiling. We do not sell personal information, share it for targeted advertising, or use it for profiling that produces legal or similarly significant effects. In the past twelve months we have collected the categories of personal information described in "Information we collect" for the purposes in "How we use information", and disclosed them to the categories of recipients in "How we share information". We do not use sensitive personal information to infer characteristics about you.

Residents of the European Economic Area, United Kingdom and Switzerland

We process your personal information to perform our contract with you, for our legitimate interests in operating, securing and improving the Services, with your consent where we ask for it, and to comply with legal obligations. You have the rights described above, and the right to object to or restrict certain processing, to withdraw consent at any time, and to complain to your local data-protection authority. We are based in the United States and process information there; where required, we rely on appropriate safeguards for international transfers.

8. Children

The Services are not directed to children under 13, and we do not knowingly collect personal information from them. If you believe a child under 13 has given us personal information, contact us and we will delete it.

9. Changes to this Policy

We may update this Privacy Policy. If a change is material, we will give notice through the Services or by email before it takes effect. The date at the top shows when this Policy was last changed.

10. Contact

Questions or requests about privacy: the contact options on <https://cre8.xyz>.