

STABLESYNC LLC D/B/A BARNFLOW

Privacy Policy

Effective Date: August 14, 2026

StableSync LLC d/b/a Barnflow (“Barnflow,” “we,” “us,” or “our”) operates the Barnflow software platform and related services (the “Service”). This Privacy Policy explains how we collect, use, disclose, and protect information when you use our Service.

By accessing or using the Service, you agree to this Privacy Policy. If you do not agree, please do not use the Service.

1. Who We Are

StableSync LLC is an Ohio limited liability company doing business as Barnflow. Our principal place of business is 8215 Arlington Avenue NW, North Canton, OH 44720. We provide software tools for horse boarding facilities to manage horses, care records, scheduling, billing, owner portals, and related operations.

2. Information We Collect

Account and Profile Information. When you create an account or organization, we collect name, email address, password, phone number, business name, and billing information.

Barn and Horse Data. You and your authorized users may input horse profiles, care logs, health notes, medication records, stall assignments, schedules, photos, owner contact details, invoices, and other operational data necessary to run a boarding facility.

Payment Information. Payment processing is handled by Stripe. We do not store full credit card numbers. Stripe may collect and process payment details under its own privacy policy.

Usage and Device Data. We automatically collect IP address, browser type, device information, pages viewed, features used, approximate location derived from IP, and diagnostic logs to operate and improve the Service.

Communications. We collect information you provide when contacting support or responding to surveys.

Cookies and Similar Technologies. We use cookies and similar technologies as described in our Cookie Policy.

3. How We Use Information

We use collected information to:

- Provide, operate, maintain, and improve the Service;
- Process transactions and send related notices;
- Authenticate users and manage account access and permissions;
- Send service-related communications, including care reminders and billing notices;
- Respond to support requests and provide customer service;
- Monitor usage, detect fraud or abuse, and ensure security;
- Comply with legal obligations and enforce our Terms of Service;
- Generate aggregated or de-identified insights that do not identify individuals or specific barns;
- Power optional AI-assisted features (such as summaries or suggestions) when enabled by your organization.

4. AI Features

Certain features of the Service may use artificial intelligence (including third-party models such as those provided by xAI) to generate summaries, suggestions, or responses. When you or your organization enable these features, relevant

data you provide may be processed by the AI provider solely to deliver the requested functionality. We do not use one barn's data to train models that benefit other barns. You can disable optional AI features where controls are available.

5. How We Share Information

We do not sell your personal information. We may share information in the following circumstances:

Service Providers. With vendors who help us operate the Service (hosting, payment processing via Stripe, email delivery, analytics, AI providers) under contractual obligations to protect data.

Within Your Organization. Data associated with a barn organization is accessible to authorized users of that organization according to the roles and permissions set by the administrator.

Legal Requirements. When required by law, subpoena, or to protect rights, safety, or property.

Business Transfers. In connection with a merger, acquisition, or sale of assets, subject to appropriate protections.

With Consent. When you direct us to share information or otherwise consent.

6. Data Retention

We retain information for as long as your account is active or as needed to provide the Service, comply with legal obligations, resolve disputes, and enforce agreements. Care logs, billing records, and audit-related data may be retained longer where required for operational, legal, or regulatory purposes. You may request deletion of your account data subject to legal retention requirements.

7. Security

We implement administrative, technical, and physical safeguards designed to protect information, including encryption in transit, access controls, and multi-tenant isolation. No method of transmission or storage is completely secure. You are responsible for maintaining the confidentiality of your account credentials and for the activity under your account.

8. Your Rights and Choices

Depending on your location, you may have rights to access, correct, delete, or export certain personal information, or to object to or restrict certain processing. To exercise these rights, contact us at the email below. We will respond in accordance with applicable law. You may also update certain account information directly in the Service.

9. Children's Privacy

The Service is intended for business use by adults. We do not knowingly collect personal information from children under 13 (or the applicable age of digital consent). If we learn we have collected such information, we will delete it.

10. International Data Transfers

We are based in the United States. If you access the Service from outside the United States, your information may be transferred to and processed in the United States and other countries that may have different data protection laws.

11. Changes to This Policy

We may update this Privacy Policy from time to time. We will post the revised policy and update the effective date. Material changes will be communicated by reasonable means when required by law. Continued use of the Service after changes become effective constitutes acceptance of the revised policy.

12. Contact Us

For privacy-related questions or requests, contact us at:

StableSync LLC d/b/a Barnflow
8215 Arlington Avenue NW, North Canton, OH 44720

Email: privacy@stablesync.io

This Privacy Policy applies to the Barnflow Service operated by StableSync LLC.