

Privacy & Refund Policies – Rakless LLC

Effective Date: January 1, 2025

This document outlines the Privacy Policy and Refund Policy of Rakless LLC. It is intended to provide transparency, compliance, and clarity for all clients engaging with Rakless' AWS infrastructure and DevOps consulting services.

Privacy Policy

Rakless LLC (“Rakless,” “we,” “our,” “us”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or interact with us.

1. Information We Collect

- Personal Information: name, email, company, phone (when booking calls or submitting contact forms).
- Usage Data: IP address, browser type, pages visited, and general analytics.
- Cookies & Tracking: minimal use of cookies/analytics for site functionality and improvements.

2. How We Use Information

- To provide, operate, and improve our AWS consulting services.
- To respond to inquiries, schedule consultations, and deliver requested services.
- To comply with legal and regulatory requirements.

3. Sharing of Information

- We do not sell your data.
- Information may be shared with trusted third-party service providers (e.g., AWS, analytics tools) under strict confidentiality.
- Data may be disclosed if required by law or to protect rights and security.

4. Data Security

We implement industry-standard security measures (including encryption and access controls) to protect your data.

5. Data Retention

We retain personal data only as long as necessary to provide services or as required by law.

6. Your Rights

- You may request access, correction, or deletion of your personal information.
- EU/EEA users: rights under GDPR apply.
- California residents: rights under CCPA apply.

7. Contact Us

For privacy inquiries: contact@rakless.com

Refund Policy

Rakless LLC provides AWS Infrastructure & DevOps consulting services on a project or retainer basis.

1. General Refund Terms

- Consulting Fees: Refunds are not available for completed consulting work.
- Prepaid Services: For prepaid packages, unused hours may be refunded upon written request within 14 days of purchase.
- Subscriptions/Retainers: Clients may cancel with 30 days' notice; unused portions may be prorated.

2. Non-Refundable Items

- Completed services, delivered project milestones, and third-party costs (AWS charges, tools/licenses).

3. Dispute Resolution

We aim to resolve disputes amicably. Contact us at contact@rakless.com for resolution.

4. Contact

For refund requests: contact@rakless.com