

Privacy Policy

Last updated: September 9, 2026

Aivara Solutions LLC (“Aivara Solutions,” “we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, share, and protect information in connection with our services, including website design and development, booking systems, automation services, SMS/email notifications, marketing and promotions, social media and content services, business consulting, client portals and dashboards, payment/booking notification systems, and property, travel, event, and hospitality-related digital services (collectively, the “Services”).

By using our website or Services, you agree to the practices described in this Privacy Policy.

YouTube API Services and Google User Data

Aivara Social allows authorized users to connect their own YouTube channels through Google OAuth. Aivara Social uses the YouTube Data API v3 only to provide account connection, channel identification, and user-requested video publishing functionality.

Google presents the requested permissions during authorization. Aivara Social currently requests only the following YouTube scopes for its implemented features:

- <https://www.googleapis.com/auth/youtube.readonly> — used to identify and display the exact YouTube channel authorized by the user.
- <https://www.googleapis.com/auth/youtube.upload> — used only when the user explicitly requests an upload or publishing action.

Before publishing, the user selects the exact authorized YouTube destination and supplies the video and publishing details. Aivara does not arbitrarily select another connected channel and does not upload a video without a user-directed publishing action.

OAuth access and refresh credentials are stored through the application's encrypted, server-side credential system and are not exposed in the browser. YouTube and Google user data is used only to provide the connection and publishing functionality requested by the authorized user. We do not sell Google user data or use YouTube authorization data for unrelated advertising.

A user can disconnect a YouTube channel in Aivara Social. Disconnecting disables the connection for future Aivara publishing requests. Users can also independently revoke Aivara Social access through their Google Account's third-party connection settings. Disconnecting does not delete videos already uploaded to YouTube or unrelated data held by Google.

YouTube-related connection data and credentials are retained only while needed to maintain an active connection and provide requested functionality. When a connection is disconnected or deleted, Aivara stops using its OAuth credentials and removes connection credentials through the application's connection-management process. Limited security, support, publishing-status, and audit records may be retained only as necessary for legitimate operational, legal, fraud-prevention, and compliance purposes. Aivara does not state a fixed retention period where the applicable requirement depends on the type of record and legal obligation.

You may request access to or deletion of applicable account-associated information by contacting us. Additional information is available on our [YouTube integration and compliance page](#).

- [Google Privacy Policy](#)
- [YouTube Terms of Service](#)
- [YouTube API Services Terms of Service](#)

Information We Collect

We may collect the following categories of information:

- Name
- Email address
- Phone number
- Business name
- Billing and payment-related information
- Booking and reservation details
- Website usage data
- Communications with us
- Form submissions
- Client and customer data submitted through our systems

Social Media Account Integrations

Aivara may allow you to connect third-party social media accounts to our Services, including accounts on platforms such as TikTok, Facebook, Instagram, and other supported services. When you connect an account, we may receive and process information made available through the authorization you provide and the permissions or scopes you approve.

Depending on the platform and the permissions you grant, this may include:

- Social platform user or account identifiers
- Username, display name, and account or profile information
- Profile image or avatar, where provided
- OAuth access tokens and refresh tokens
- Token expiration information and permissions or scopes granted
- Social account connection status
- Creator or account settings returned by the platform
- Content you choose to upload, schedule, or publish
- Captions, descriptions, titles, and publishing preferences
- Uploaded images and videos

- Publishing job identifiers, post status, publishing results, and provider error information

We use this information only to provide the social media management, scheduling, publishing, account connection, and related platform functionality you request. OAuth access and refresh tokens are stored securely on the server side and are not exposed in the frontend. We do not sell social platform credentials or authorization tokens, and we do not use connected-account authorization data for unrelated advertising purposes.

You may disconnect a connected social account from Aivara. Disconnecting prevents future use of that authorization by Aivara, subject to technical processing and legal retention requirements. You may also revoke Aivara's authorization directly through the applicable third-party platform. Aivara only accesses information permitted by the scopes or permissions you explicitly authorize. Your use of a connected platform is also governed by that platform's own privacy policy and terms.

TikTok Integration

When you connect TikTok, Aivara uses TikTok Login and OAuth to obtain the access you authorize. Aivara may process TikTok account identity information made available through the approved TikTok scopes and may securely store the TikTok OAuth tokens needed to maintain the connection. The current planned TikTok scopes are `user.info.basic` and `video.publish`. Aivara only requests or uses permissions that are presented to you and authorized by you.

When you instruct Aivara to publish or schedule content, Aivara may send your selected video or photo content, captions, privacy selections, commercial-content disclosures, and other publishing preferences to TikTok. Aivara may also receive TikTok Creator Info and publishing-status information returned by TikTok that is necessary to validate and complete publishing, subject to the scopes and access TikTok makes available. Aivara does not post to TikTok unless you have connected the account and instructed Aivara to publish or schedule content.

How We Use Information

We use the information we collect to:

- Provide our Services
- Manage client accounts
- Send booking, payment, and account notifications
- Communicate with clients and authorized users
- Improve our websites, systems, automations, and Services
- Process payments and reservations
- Provide support
- Comply with legal and business obligations

Phone Numbers and Text Messages

Aivara Solutions may collect mobile phone numbers when users submit forms, request quotes, communicate with our team, or use our client portals. We use website form phone numbers to respond to the associated inquiry or coordinate requested services.

Providing a phone number through a website form does not enroll a visitor in SMS marketing or automated text messages. The website does not currently offer a text-message opt-in program through its forms.

If we introduce a text-message program, we will provide any required disclosures and obtain any required consent before using a phone number for that program.

Email Marketing Choices

When you send us an inquiry, you may separately choose to receive Aivara Solutions tips, updates, and offers. We do not add inquiry contacts to our marketing email audience unless that optional checkbox is selected.

For opted-in contacts, we use Mailchimp to manage email subscriptions and may share the contact details and inquiry information you provide with Mailchimp for that purpose. You can unsubscribe using the link in a marketing email or contact us to request help with your preferences.

Data Sharing

We may share information with service providers needed to operate our business, such as hosting providers, payment processors, email and SMS providers, analytics tools, booking systems, customer support tools, and connected social media platforms. When you use social publishing features, we necessarily transmit the content you select and related publishing information to the social platform you select. This is a service-provider interaction initiated by you and is necessary to provide the requested publishing functionality. These providers are permitted to use the information only as necessary to provide services to us or at your direction.

We do not sell personal information.

Data Retention

We retain information only as long as needed for business, legal, accounting, support, and operational purposes, after which it is deleted or anonymized in accordance with applicable law. After a connected social account is disconnected, we may retain limited records of publishing activity, audit history, publishing status, and error information for legitimate operational, security, fraud-prevention, support, audit, and compliance purposes, where permitted by law. Disconnecting an account does not necessarily result in the immediate deletion of every related record.

Security of Integration Information

We use reasonable technical and organizational safeguards designed to protect sensitive integration credentials and related information, including secure server-side storage and encryption of authorization tokens where implemented. No method of transmission or storage can be guaranteed to be completely secure.

Your Rights

You may contact us to access, correct, update, or delete your information where applicable. We will respond to such requests in accordance with applicable law.

Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact us at kevin@aivarasolutions.com.