

PRIVACY POLICY

OF

COMMONSIGHT LLC

A Virginia Limited Liability Company

Effective October 20, 2026

Commonsight LLC (“Commonsight,” “we,” “us”) publishes data about the technology that public libraries and other public institutions use. This policy explains what personal information we handle and the choices you have.

It has two parts:

- **Part I** covers people who visit commonsight.io, create an account, or use our app, API or MCP server (“Users”).
- **Part II** covers people whose professional contact details appear in our data, mainly library staff (“Listed Professionals”). **If you found your name in Commonsight, Part II is for you,** and you can ask us to remove it at any time.

What this policy does not cover. Most of our data describes institutions, not people: which catalog, discovery or e-content systems a library runs, since when, and what changed. Institution-level data like this is not personal information, and this policy does not govern it.

Part I – Users and site visitors

What we collect.

Category	Examples	Source
Account	Name, work email, organization, role, login credentials	You
Billing	Billing name and address, plan, invoices. Card numbers go to Stripe, not us.	You, Stripe
Usage	Pages and records viewed, searches, API and MCP calls, IP address, device and browser, timestamps	Automatically
Communications	Emails, support requests, demo requests, feedback	You
Cookies	Session and security cookies; privacy-friendly analytics	Automatically

How we use it. To provide and secure the service, enforce plan limits and our Terms, bill you, answer you, improve the product, and send product or account emails. We send marketing emails only to business contacts, and every one has an unsubscribe link.

Who we share it with. Service providers that run the service for us under contract, currently in these categories:

- hosting and database
- payments
- email delivery
- analytics
- AI model providers used to power product features

A current list is available on request. We also share information when the law requires it, to protect our rights or users, or as part of a merger or sale of the business. **We do not sell Users' personal information**, and we do not use your account data or queries to train AI models.

Global Privacy Control. We honor GPC browser signals as an opt-out of any sharing for advertising. We don't use advertising trackers today.

Part II – Library staff and other people in our data

We did not collect this information from you directly. We compile professional contact details of people who work at or for public libraries, consortia and related public bodies, so our customers can reach the right person about library technology.

What we hold: some or all of your name, job title, department, employing institution, and work email, phone and address as published. We record where and when we found each item.

What we never collect: home addresses, personal phone numbers or email, Social Security or other government ID numbers, financial, health or demographic data, or anything about specific library patrons. If we find such data by accident, we delete it.

Our sources:

- the public websites of libraries, consortia, and their parent governments (including but not limited to staff directories, contact pages, board and meeting documents);
- public records such as procurement documents, state library reports and the IMLS Public Libraries Survey;
- information you or your institution provide to us.

Who sees it. Our paying customers, including library technology and service vendors, investors, libraries, consortia, and governments. Typically they can see these details through our app, API and MCP server. They may use them only for legitimate business contact related to your professional role. Our Terms require them to follow anti-spam and telemarketing laws and to honor your opt-outs. Because customers pay for access, some state privacy laws may treat this as a “sale” or “sharing” of personal information. **We honor your opt-out however it is labeled.**

Data broker status. Today we do not sell Listed Professionals' contact details as a product of their own, and we are not registered as a data broker in any state. Before we offer contact details for sale, we will register wherever the law requires, update this policy, and notify account holders before the change takes effect.

Remove yourself. Email privacy@commonsight.io with your name and institution (no other proof needed for a removal). We will:

1. delete your contact details from our product within 30 days;
2. keep a minimal record (name + institution) on a suppression list only so we don't collect you again;
3. ask customers who received your details through an export to delete them.

You can also ask to see or correct what we hold.

Not a consumer report. Commonsight is not a consumer reporting agency. Our data may not be used to decide anyone's eligibility for employment, credit, insurance, housing or any other purpose covered by the Fair Credit Reporting Act.

Your privacy rights

Wherever you live, we will honor these requests from Users and Listed Professionals alike:

- **Know and access:** what personal information we hold about you and where it came from.
- **Correct** inaccurate information.
- **Delete** your information (for Listed Professionals, the removal process in Part II).
- **Opt out** of any sale or sharing of your personal information, and of targeted advertising or profiling.

How to ask. Email privacy@commonsight.io, or write to Commonsight LLC, 8401 Mayland Dr., Ste A, Richmond, VA 23294. We respond within 45 days and don't charge a fee. For access or correction we may ask you to confirm your identity, usually by replying from your work email. An authorized agent may act for you with your signed permission.

Appeals. If we decline a request, you can appeal by replying to our decision. We'll answer within 60 days. If you're still unsatisfied, you may contact your state attorney general.

State law. Residents of California, Virginia, Colorado, Connecticut, Texas, Oregon and other states with privacy laws have these rights to the extent those laws apply to us. We won't treat you differently for exercising them.

Security, retention and other terms

Security. We use encryption in transit, access controls, row-level security on our database, and least-privilege access for our service providers. No system is perfectly secure. If a breach affects your information, we will notify you as the law requires.

Retention. We keep account data while your account is open and for up to 12 months after it closes, longer where tax or legal records require. Listed Professionals' details are kept until they are removed at your request, or when we find they're no longer current. Usage logs are kept for up to 12 months.

Children. Commonsight is a business service for adults. We don't knowingly collect information from anyone under 18.

Location. We are based in the United States and store data here.

Changes. We'll post updates on this page with a new effective date. We'll email account holders about material changes before they take effect.

Contact.

- Mailing address: Commonsight LLC, 8401 Mayland Dr., Ste A, Richmond, VA 23294
- Email: privacy@commonsight.io

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