Simulate - Privacy Policy

Last updated: 30th November 2025

This Privacy Policy describes how SDSS ("us", "we", or "our") and Santeri Liukkonen ("Developer") collect, use, and disclose information from users ("you" or "your") of the website www.simdss.com ("Website") and the Google Workspace Plugin called Simulate ("Plugin").

1. What We Collect

For all users:

- We do not collect or process any personal information through the Plugin or Website except what you explicitly provide through forms or correspondence.
- The Plugin operates within Google Workspace. We do not have access to your spreadsheet data or simulation results.

For premium users:

- When you purchase premium features, we collect your Google account email address to verify your premium status.
- We store: your email (hashed for security), payment transaction ID, payment provider name, payment date, and premium status.
- We never see your payment card details - those are handled entirely by third-party payment processors.

2. How We Use Your Information

We use your email address to:

- Verify your premium status when you use the Plugin
- Provide customer support if you have payment issues
- Communicate updates about the Plugin (occasionally)

3. Premium Status Checks

When you open the Plugin sidebar, we check if you're a premium user by sending your email address to our servers. This status is cached for about an hour. After you pay, it might take up to an hour (sometimes longer) for premium features to activate.

4. Payment Processing

All payments are processed by third-party payment processors. They handle your payment details according to their own privacy policies. We only receive confirmation that you paid, not your card details.

When you pay, your email is shared with the payment processor so they can confirm your payment. Payment processors send us automatic notifications (webhooks) about payments, refunds, and disputes.

5. Model Data

Your spreadsheet data and simulation results stay in Google Workspace. We don't collect it, store it, or have access to it. You are responsible for how you manage your own data.

6. External Services

The Website may use Google Analytics or similar services and cookies. You can disable cookies in your browser if you prefer.

7. Limitation of Responsibility

We do not accept any responsibility or liability for the accuracy, completeness, or reliability of the data processed by the Plugin or Website. Users utilize the services at their own risk, and we do not guarantee any specific outcomes or results.

8. Limited Use Disclosure

(App's) use and transfer to any other app of information received from Google APIs will adhere to [Google API Services User Data Policy](#), including the Limited Use requirements.

9. Guarantees, Rights, Refunds and Disputes

Premium is generally non-refundable. If you dispute a payment or chargeback through your bank/payment provider, your premium access will be revoked immediately.

We don't guarantee in any way the accuracy, security, or availability of the Plugin or your data. You use the Plugin at your own risk. We're not responsible for bugs, errors,

downtime, data loss, or payment processing issues.

You can request to access, correct, or delete your personal information by contacting us. Note that we may need to keep payment records for legal/tax reasons even if you request deletion.

10. Changes to This Privacy Policy

We reserve the right to update and change our Privacy Policy at any time. Any changes will be effective immediately upon posting the updated Privacy Policy on the Website. Your continued use of the Plugin and/or Website after any modifications to the Privacy Policy constitutes your acceptance of such changes.

11. Contact Us

By using the Plugin and/or Website, you signify your acceptance of this Privacy Policy. If you do not agree to this Privacy Policy, please do not use the Plugin or visit the Website.

If you have any questions or concerns about the Privacy Policy, please contact us at contact@simdss.com.