Privacy Policy

Owner: Prince | Support: ceo_ja@nexaitlabs.com
Website: https://nexaitlabs.com
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1. Scope and operator

This notice concerns the Relay Proxy storefront and order portal at https://nexaitlabs.com. It does not replace the separate privacy notices of Whop or other service providers. Relay Proxy is operated by Prince. For privacy questions and requests, contact ceo_ja@nexaitlabs.com.

2. Information processed

The application processes purchase information supplied by Whop, including customer name or email, payment references, package details, payment or membership state and order records. It also handles proxy credentials, private access tokens, fulfillment events and email delivery status. Support requests may contain the information you choose to provide. Essential session cookies and rate-limit information help protect access.

3. Purposes

Information is used to verify purchases, provision proxy access, deliver order links, recover order access, provide support, manage refunds and investigate misuse or security issues. Where applicable, processing relies on performing the purchase contract, complying with legal obligations, and legitimate interests in protecting the service and resolving disputes, balanced against your rights. Where consent is required for an optional activity, we will request it separately; it may be withdrawn without affecting earlier lawful processing.

4. Service providers

Whop processes payment and purchase information. Our hosting provider, Hostinger, proxy supplier, Proxy-Cheap, and configured email-delivery provider process information needed for their services. Providers may have their own logging and retention practices, including for proxy traffic. This notice does not make a no-logs promise. Relevant data may also be disclosed where lawfully required. Service providers may process information outside your country. Where applicable law requires safeguards for international transfers, those safeguards must apply. Contact us for information about the providers and transfer arrangements relevant to your order.

5. Protection and retention

Proxy credentials are encrypted in the application database. Private access links grant access to order information and must be kept confidential. No system can guarantee absolute security. We retain information for as long as needed to deliver and support purchases, resolve disputes, protect the service and satisfy applicable recordkeeping duties. The period depends on the service duration, unresolved requests or disputes, security needs and legal requirements. Records no longer needed for those purposes are deleted or anonymized; backups are handled through their normal retention cycle.

6. Requests and updates

Contact ceo_ja@nexaitlabs.com or the seller through your Whop purchase for privacy questions. Depending on applicable law, you may have rights to access, correct, delete or obtain your information, object to or restrict processing, withdraw consent where used, or complain to a supervisory authority. Requests may require identity verification and may be subject to lawful exceptions. Updates will be published with a revised version date, with additional notice where required. Contact information will be updated if the storefront moves.