

Privacy Policy - TaxCloud Integration

(US and Canada)

Last updated: April 17 2026

1. Introduction

This Privacy Policy describes how **Lanter** (“we”, “our”, or “us”) collects, uses, and shares information in connection with your use of our application (“App”) for BigCommerce.

The App provides tax calculation functionality by integrating with TaxCloud and processing order-related data from your BigCommerce store.

By installing or using the App, you agree to the terms of this Privacy Policy.

2. Information We Collect

When you install and use the App, we may collect and process the following information:

a) Store Information

- Store name
- Store URL
- Store identifier (store hash)
- Merchant contact information

b) Order and Transaction Data

- Order ID
- Product details (SKU, price, quantity)
- Shipping address (including country, state/province, postal code)
- Shipping costs
- Tax amounts

c) Customer Information (Limited)

We only process the minimum customer data required for tax calculation:

- Shipping address
- Tax exemption status (if applicable)

We do **not** collect or store payment information.

3. How We Use Information

We use the collected information solely to:

- Calculate applicable taxes using TaxCloud
- Provide tax estimates during checkout
- Submit order data to TaxCloud (if enabled) for reporting and filing
- Maintain and improve the functionality of the App
- Provide support and troubleshoot issues

We do not use your data for advertising purposes.

4. Data Sharing

We may share data with:

a) TaxCloud

Order and address data may be transmitted to **TaxCloud** to calculate taxes and enable reporting services.

b) Service Providers

We may use trusted third-party services (e.g., hosting providers) strictly for operating the App.

c) Legal Requirements

We may disclose information if required to comply with applicable laws or legal processes.

We do **not** sell or rent your data.

5. Data Retention

We retain data only for as long as necessary to:

- Provide the App's functionality
- Comply with legal obligations
- Resolve disputes

Merchants may request deletion of their data at any time.

6. Data Security

We implement appropriate technical and organizational measures to protect your data, including:

- Secure HTTPS communication
- Access controls
- Encryption where applicable

However, no method of transmission over the Internet is 100% secure.

7. Your Rights

Depending on your location, you may have rights under data protection laws, including:

GDPR (EU/EEA)

- Right to access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to data portability

CCPA (California)

- Right to know what data is collected
- Right to request deletion
- Right to opt out of data sale (we do not sell data)

To exercise your rights, contact us at the email below.

8. Third-Party Services

The App integrates with **TaxCloud**, which operates under its own privacy policy. We encourage you to review their policies before use.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised “Last updated” date.

10. Contact Information

If you have any questions about this Privacy Policy, you may contact us at:

Lantera

Email: info@lantera.co

Website: <https://lantera.co>