

shadowmaster.ai

Terms of Service

Who We Are

These Terms of Service ("Terms") are a legally binding agreement between you and Macrotech, LLC d/b/a shadowmaster.ai ("shadowmaster.ai," "we," "us," or "our"). shadowmaster.ai operates a U.S.-only website-based communications platform that supports SMS/MMS messaging and voice calling where available. By accessing or using the website or any related messaging programs (collectively, the "Service"), you agree to these Terms. If you do not agree, do not use the Service.

Eligibility

You must be 18+ years old, or 13+ years old with parent/guardian consent. The Service is offered only to individuals located within the 50 United States, and we may implement geo-based restrictions to enforce this limitation. You represent that you meet these requirements, we do not knowingly offer services to anyone not meeting these requirements.

Accounts & Registration

Users sign up for the shadowmaster.ai platform via our secure website. During registration, you must review and accept these Terms and our Privacy Policy, which clearly state that your assigned number may be used to send and receive SMS/MMS messages and voice calls. Once your account is created, you may purchase a unique local phone number. This number functions like a personal line and may be used only for non-commercial, person-to-person, conversational communication with people you personally know or who have clearly given prior permission. Messages must be manually composed and sent by you in real time; no bots, scripts, schedulers, templates, mail-merge, or APIs that send messages are permitted. All communications are initiated or responded to directly by you as the account holder. If you no longer wish to receive messages or calls, you can remove the number from your account at any time through the in-app settings. You are responsible for the accuracy of information you provide and for maintaining the security of your credentials and any devices used to access the Service. You must promptly notify us of any suspected unauthorized access or security incident.

Identity Compliance

We may require identity verification (e.g., government-ID or trusted-identity vendor), checks where lawful, payment verification, device identification, and one primary device per account.

Assigned Numbers; Two-Way Communications

When you purchase a unique local phone number (an "Assigned Number"), it is provisioned to your account for two-way conversational SMS/MMS messaging and voice calls (where supported by carriers/devices). You are solely responsible for the content of communications you send or respond

to using your Assigned Number and for obtaining and maintaining all required consents. You may remove an Assigned Number at any time in the in-app settings; once removed, it will no longer receive calls or messages and may be reassigned after a cooling-off period. Each Assigned Number is tied to one natural person on the account and is not pooled or shared across unrelated users. We may enforce per-number and per-account limits on total messages, unique recipients, and send velocity, and we prohibit 'snowshoeing' (using multiple numbers to evade limits). We expect reply symmetry similar to carrier P2P norms (approximately 1:1 to 1:3). We honor carrier-level blocks. We implement a 60-day cool-down minimum inactivity window and carrier-recommended aging before reassignment.

Acceptable Use Policy/CTIA Compliance

You may not use the Service to violate any law or regulation or to infringe, violate, or misappropriate any rights of any person or entity. Without limitation, you agree not to: (a) send spam or unsolicited messages without valid, auditable prior consent; (b) harass, threaten, or abuse any person; (c) engage in fraud, phishing, or social engineering (including OTP abuse), SIM swap facilitation, or identity theft; (d) transmit illegal content or content that is sexually explicit, exploits minors, glorifies violence, facilitates illegal drugs, or promotes hate; (e) interfere with or disrupt networks, evade filters, or test system vulnerabilities without authorization; (f) impersonate others or mask sender identity; (g) use the Service for emergency communications or 911; (h) violate carrier rules or CTIA guidelines; (i) reverse engineer or misuse APIs; (j) attempt to exceed or circumvent Service limits; (k) use the Service for any commercial, marketing, lead-generation, political, or informational messaging; (l) automate messaging through bots, scripts, schedulers, templates, mail-merge, or APIs that send messages; (m) use multiple numbers to increase throughput or evade limits ("snowshoeing"). We may throttle, block, or suspend messaging upon credible abuse signals or carrier or regulatory directive.

Anti-Abuse & Safety

We implement real-time rate limiting, including limits on message velocity, unique recipients per day, and sudden-burst detection. Our heuristics include monitoring reply ratio, MO:MT symmetry, unique recipients within defined time windows, template similarity, and number churn. We use progressive discipline: warnings → 24-hour lock → 7-day lock → permanent ban; we may impose an instant ban for egregious abuse. **We honor carrier directives and will immediately suspend lines implicated in abuse.**

P2P-Only Messaging Terms

The Service supports manual, person-to-person texting between individuals for non-commercial, conversational use. Users must type and send each message themselves in real time. Automation is prohibited. Users may only message people they personally know or who have clearly given prior permission to be contacted and must immediately cease messaging upon any request to stop (including natural-language requests). The app provides Block and Report features to facilitate recipient control and complaint handling. We may share necessary information with carriers to

investigate and stop spam or fraud. Carriers are not liable for delayed or undelivered messages or for dropped/blocked calls; delivery is not guaranteed.

Emergency Services Disclaimer

The Service is not a telephone service and does not support calls or texts to emergency numbers (e.g., 911). You must use a traditional telephone service for emergency communications. We may be required to throttle, block, or suspend messaging to preserve network integrity or upon carrier or regulatory directive; we prioritize network integrity and consumer protection.

Fees & Payments

Fees will be disclosed at purchase. Payments are processed by Stripe. You authorize us to receive from Stripe tokenized identifiers and transaction metadata sufficient to complete your purchase. You agree to pay all applicable charges and taxes. All amounts are in U.S. dollars.

Intellectual Property; License

The Service, including content, features, and functionality, is owned by shadowmaster.ai and its licensors. Subject to these Terms, we grant you a limited, revocable, non-exclusive, non-transferable license to access and use the Service. You may not copy, modify, distribute, or create derivative works of the Service except as expressly permitted.

Third-Party Services

The Service may interoperate with third-party services such as Stripe and mobile carriers. We are not responsible for third-party terms or policies. Your use of third-party services is subject to their terms.

Changes to the Service or Terms

We may modify the Service and these Terms. Material changes will be posted with an updated "Last updated" date. Your continued use after changes become effective constitutes acceptance.

Disclaimers

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT. WE DO NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OR DELIVERY OF MESSAGES OR CALLS.

Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL SHADOWMASTER.AI OR ITS AFFILIATES, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS, DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES, ARISING OUT OF OR RELATED TO YOUR USE OF OR INABILITY TO USE THE SERVICE, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STATUTE, OR ANY OTHER THEORY, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR TOTAL LIABILITY FOR ALL CLAIMS RELATING TO THE SERVICE SHALL NOT EXCEED THE GREATER OF (A) \$100 OR (B) THE AMOUNTS YOU PAID TO US FOR THE SERVICE IN THE 12 MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM. SOME JURISDICTIONS DO NOT ALLOW CERTAIN LIMITATIONS; THESE LIMITATIONS APPLY TO THE FULLEST EXTENT PERMITTED.

Indemnification

You agree to defend, indemnify, and hold harmless shadowmaster.ai and its affiliates, officers, agents, and employees from and against any claims, liabilities, damages, losses, and expenses (including reasonable attorneys' fees) arising out of or related to your use of the Service or violation of these Terms or applicable law.

Governing Law; Venue

These Terms are governed by the laws of the State of Washington, without regard to its conflict of laws rules. Exclusive jurisdiction and venue lie in state or federal courts located in King County, Washington, except as provided in the Arbitration Agreement below.

Arbitration Agreement; Class-Action Waiver

You and shadowmaster.ai agree to resolve any disputes arising out of or relating to these Terms or the Service through binding individual arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. The seat and venue of arbitration shall be King County, Washington. Judgment on the award may be entered in any court with jurisdiction. This arbitration agreement includes a class-action waiver: disputes must be brought in the parties' individual capacities, not as a plaintiff or class member. Either party may bring an individual action in small-claims court in King County, Washington instead of arbitration. 30-day opt-out: You may opt out of this arbitration agreement within 30 days of first accepting these Terms by sending an email to support@shadowmaster.ai with your name, account ID and a clear statement that you choose to opt out of arbitration.

Termination

You may stop using the Service at any time. We may suspend or terminate access for any violation of these Terms, suspected abuse, non-payment, or as required by law, carrier directive, or carrier policy. Upon termination, provisions that by their nature should survive (e.g., AUP, disclaimers, limitation of liability, indemnification, arbitration) shall survive.

Contact

For questions about these Terms, contact us at support@shadowmaster.ai or by mail at: 4015 NE 60th Street Seattle, WA 98115 United States

Miscellaneous

These Terms constitute the entire agreement between you and shadowmaster.ai regarding the Service and supersede any prior agreements. If any provision is found unenforceable, it will be modified to the minimum extent necessary to be enforceable, and the remaining provisions will remain in effect. No waiver is effective unless in writing. You may not assign these Terms without our consent; we may assign them as permitted by law.

shadowmaster.ai

Privacy Policy

Overview

This Privacy Policy explains how Macrotech, LLC d/b/a shadowmaster.ai ("shadowmaster.ai," "we," "us," or "our") processes information when you use our U.S.-only website and messaging programs (the "Service"). We operate in the United States only. If you do not agree with this Policy, do not use the Service.

User Privacy

We do not and will never sell data of any kind. All user messaging data is 100% private within our service. We encrypt messaging data in transit and at rest, and we will never disclose message content to anyone except (i) to our processors strictly necessary to provide the Service under contract, or (ii) when required to comply with law, court order, or carrier/regulatory directives.

Data Controller; Contact

Macrotech, LLC, a Washington company, is the controller for information processed through the Service. Contact: support@shadowmaster.ai. Mailing address: 4015 NE 60th Street Seattle, WA 98115 United States

Uncollected Data

We do not collect payment card numbers or government identification numbers (CVV, CSC, CID, CVC, zip code, etc.). If you make a payment, you enter details directly with Stripe, Inc. (www.stripe.com); Stripe is the controller for that information under its own privacy policy. We receive only tokenized identifiers and limited transaction metadata from Stripe (e.g., payment token, status, amount, timestamps) to process your purchase; we do not store card data (card number, security codes, zip codes).

Processed Information

Technical and security logs: IP address, device/HTTP headers, timestamps, and diagnostics generated by your browser and our servers for security, fraud prevention, and service operation. For trust and safety, we analyze metadata such as rate/velocity, unique recipients over time windows, reply ratios, template similarity, and number churn to detect and prevent abuse. Messaging data: phone numbers, message content, and delivery/engagement logs (e.g., timestamps, delivery status, reply events) necessary to provide person-to-person messaging and protect against spam and abuse. Account/contact information you provide directly to us (e.g., email address for support or account notifications).

Use of Information

Provide, secure, and operate the Service; process transactions; comply with applicable carrier and CTIA guidance; protect against spam, fraud, abuse, and security threats; comply with law; and communicate with you about the Service. We do not use personal information for cross-context behavioral advertising or for profiling in furtherance of decisions that produce legal or similarly significant effects.

Messaging Etiquette

Users must respect recipient preferences. If a recipient asks a user to stop messaging (including natural-language requests), the user must stop. We provide in-app Block and Report features and honor carrier-directed blocks.

No Data Sale/Share Policy

We do not and will never sell personal information, and we do not share it for cross-context behavioral advertising. We disclose information only to service providers processing it for us under contract—specifically Stripe (payments) and mobile carriers (routing/delivery)—and to comply with law or enforce our terms.

Legal Bases

Where required, our processing is based on your consent, performance of a contract (providing the Service), compliance with legal obligations, and our legitimate interests in securing and improving the Service.

Retention

We retain information only for as long as necessary to provide the Service, comply with legal/carrier requirements, resolve disputes, and enforce our agreements. For each user, all conversation and messaging data is permanently deleted at their discretion via in-app functionality. We delete all conversation and messaging data after 30 days of inactivity.

Security

We use administrative, technical, and organizational measures designed to protect information, including encryption in transit and at rest, access controls, and logging. While no method of transmission or storage is 100% secure, we continuously improve our safeguards to protect your privacy.

Age Limitations

You must be 18+ years old, or 13+ years old with parent/guardian consent, to use shadowmaster.ai, and we do not knowingly process information from anyone under 18 without parent/guardian consent. If we learn we have processed information from a minor in violation of this Policy, we will delete it.

Abuse Reporting

You can report abusive or unwanted messaging via in-app reporting or by emailing abuse@shadowmaster.ai. We review complaints promptly and may take action including throttling, blocking, or account termination in coordination with carriers.

Privacy Rights (U.S.)

If you are a U.S. resident, you may have rights to request access, deletion, and correction of personal information we process about you. To exercise rights, contact support@shadowmaster.ai. We will verify your request, respond within required time frames, and explain if an exception applies. You may appeal a denied request by replying to our response and writing "Appeal" in the subject line.

California Privacy Disclosures (CPRA)

We do not sell or share personal information. We use only service providers bound by contract. We do not use sensitive personal information to infer characteristics or for any purpose beyond providing the Service. Authorized agents may submit requests by following the instructions above and providing proof of authorization.

Washington Note

We do not process consumer health data as defined under Washington law. If that changes, we will update this Policy and implement any required notices and consents.

International Use

We operate in the United States only. Do not use the Service from outside the 50 U.S. states.

Changes to Policy

We may update this Policy from time to time. Material changes will be posted with an updated "Last updated" date of this document. Your continued use of the Service after an update means you accept the changes.

Contact

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