

POSTBARREL

Terms, Privacy and Policies

Version 2.1 · Effective 8 September 2026 · postbarrel.com

This document is the full text of the agreement between you and Postbarrel. It is provided so you can keep a copy. The same policies are published in plain language at postbarrel.com/terms, [/privacy](https://postbarrel.com/privacy) and [/refunds](https://postbarrel.com/refunds), and this file is linked from the top of the Terms page and from your welcome email.

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Fuad Laguda, trading as Postbarrel

Scotland, United Kingdom

support@postbarrel.com

1. Terms & Conditions

The plain-language version of these Terms is at postbarrel.com/terms. Where the two differ in substance rather than wording, this document is the intended position.

1.1 About Postbarrel

Postbarrel is a service operated by Fuad Oluwatosin Laguda, a sole trader trading as Postbarrel. Postbarrel helps users turn their own experiences, opinions, business stories and other source material into spoken scripts through structured questions and AI-assisted generation.

Contact: support@postbarrel.com. Location: Scotland, United Kingdom. Website: postbarrel.com.

1.2 Eligibility

You must be at least 18 years old to create or use a Postbarrel account. When you register, you are asked to confirm that you are 18 or over before your account can be created. Postbarrel does not collect or verify your date of birth. This is a self-certification, and you are responsible for the accuracy of what you confirm.

1.3 Account and sign-in

You create an account using an email address and password, or by signing in with Google. Email sign-ups must confirm their address by link before use, and the sign-up form requires ticking both the 18+ confirmation and agreement to the Terms, Privacy Policy and Refund Policy before the account can be created. Google sign-ups are shown a consent screen on their first session which collects the same confirmations plus the user's country. The account cannot be used until it is completed.

Your country is chosen at sign-up (pre-filled from your connection's geolocation) and is used to show the correct currency and taxes at checkout.

One person per account. Accounts must not be shared or transferred. You are responsible for keeping your account credentials secure and for activity carried out through your account. Passwords must be at least 8 characters with upper-case, lower-case and a number. Optional two-factor authentication (authenticator-app codes) is available. There are no backup codes, and recovery is by support request after identity confirmation. Sign-up and sign-in are protected by Cloudflare Turnstile bot detection. Postbarrel may require account verification or security checks where reasonably necessary.

1.4 The service

Postbarrel asks targeted questions about your chosen subject and uses your answers to generate a spoken script with delivery notes. The service is designed to reflect the information you provide. Postbarrel does not invent facts, experiences, claims or events that you did not supply, and this applies to every content type without exception.

On a limited set of content types where no verifiable factual claim is at stake, Postbarrel may offer to add generic descriptive detail (scene-setting, mood or atmosphere) where your answers are shorter than the

script length you selected. This is never done without asking you first, and never done if you decline. Even where you agree, no new name, number, claim or event may be introduced: everything that actually happened in the script must still come from what you told us. See section 6.4 for the current category list and exclusions.

For most profiles, Postbarrel also runs a small number of web searches to check specific facts you name (such as a film title, a restaurant, a match result or a place) before writing your script. This is described in section 6.

After generation you can edit the script line by line, including the delivery notes. Your original generated script is kept alongside your edits so you can view or restore it. You can group scripts into a series. Within a series, a later script may draw on a brief paraphrase of what you said in your earlier scripts in that series, never a quotation and never another user's content. A Get ideas feature, available on paid accounts, suggests angles for some profiles. An optional thumbs up/down control tunes future scripts for your account only.

The built-in teleprompter can display your script for reading and, with your permission for camera and microphone access, record you reading it. The recording is created, previewed and saved entirely on your device. It is never uploaded to Postbarrel and Postbarrel has no access to it.

The output is a writing/structuring aid. You remain responsible for checking the script before publishing, recording or relying on it, including checking names, dates, claims and other factual details.

1.5 Credits, plans and top-ups

Postbarrel offers three subscription plans, billed monthly:

- Small Pack: 10 credits per month, £5 per month
- Medium Pack: 22 credits per month, £10 per month
- Large Pack: 50 credits per month, £22 per month

Prices are set in the payment provider, shown in your local currency, and include applicable tax. Indicative UK prices are given above.

Credits are consumed per generation and the cost is shown before you confirm. A single-item generation on a personal profile costs one credit. A multi-item generation costs one credit per item, up to a maximum of ten items per interview. A generation on a business profile costs two credits. Get ideas is available to paid accounts only (an active plan or wallet credits), with 10 idea pulls a month included and 1 credit for each pull after that. Free accounts do not have it.

Your monthly allowance is reset to your plan amount at the start of each billing period. Unused allowance does not carry over.

Separately, you may buy one-time top-ups of 5 credits for £4 each, in quantities of 1 to 20 per checkout. Each top-up purchase forms its own batch of wallet credits which **expires 90 days after purchase**. Expired credits are removed automatically and the removal is recorded in your account's transaction log. Your wallet holds at most **200 credits** at a time, and the checkout will not offer a quantity that would take you over that ceiling. Wallet credits survive cancellation of a plan.

Credits are spent in this order: monthly allowance first, then wallet credits closest to expiry first, so the credits that would be lost soonest are always used before the others.

Subscriptions are recurring and renew monthly until cancelled. You may cancel at any time through the billing portal, reached from your account page. Cancellation takes effect at the end of the current billing period, and any remaining monthly allowance is removed when the plan ends. You may change plan from your account page. An upgrade starts a fresh month of the larger plan on the day of the upgrade: you are charged the larger plan's full price less the value of any unused credits on the smaller plan at that plan's per-credit price (Small is £5 for 10 credits, so three unused credits are £1.50 back), the renewal date moves to that day, and the monthly allowance is reset to the larger plan's full amount. A downgrade is applied at no charge and takes effect at the next renewal, which then grants the smaller plan's allowance. The charge and the renewal date are shown before you confirm a change. Only one subscription may be active on an account at a time.

1.6 Free scripts

Each new account gets its first three scripts free. Free scripts are limited to single-item generations on personal (non-business) profiles, and are only available within seven days of sign-up. Unused free scripts expire after that. No payment method is required. The free scripts are limited to one account per person and cannot be obtained again by deleting and recreating an account. A paid plan or top-up is required for further use.

1.7 Promotions, referrals and granted credits

First-purchase promotion (30 August to 14 December 2026). An account that makes its first purchase in this window receives +5 wallet credits once. These are valid for 90 days like any top-up. The promotion is enforced in the database and ends automatically on the end date.

LAUNCH20. A discount code giving 20 percent off the first month of a plan, applied at checkout, available to first-time customers only, valid to 14 December 2026. It exists in the payment provider as a coupon and a promotion code, and is pre-applied when a customer arrives through a link carrying the code.

Referral programme. Each account has a personal referral link, shown on the account page. When someone signs up through your link and makes their first real payment, you receive +3 wallet credits (90-day validity). Attribution is captured only on the referred account's first session and cannot be applied retroactively. Self-referral does not pay.

Clawbacks. If a payment is refunded or charged back, the credits that payment granted are removed, and so are any promotional credits tied to it: the account's own +5 first-purchase bonus, and the +3 referral bonus paid to whoever referred it. Balances are floored at zero and never go negative. Each clawback is recorded in the transaction log. Cancelling a plan or deleting an account removes no bonus.

Creator Pass. Postbarrel may grant wallet credits (currently 10, 90-day validity) to selected creators as a manual operator action, for seeding and partnership purposes. These behave like top-up credits and carry no payment.

Postbarrel may modify or withdraw promotions prospectively. Credits already granted keep their stated validity.

1.8 Payment failure

If a renewal payment fails, the subscription may become past due and Postbarrel will not issue the new period's credits unless the payment is successfully recovered. Any unused allowance from the prior paid period does not carry forward. Wallet credits are unaffected by a failed renewal.

1.9 Cancellation and consumer rights

You may cancel your subscription in accordance with the service's billing controls and applicable law. Nothing in these Terms limits mandatory consumer rights. Where mandatory consumer cancellation, withdrawal, refund, repair, replacement or other rights apply, those rights prevail over any conflicting term in these Terms.

Postbarrel provides a digital service that can be accessed immediately after payment. Checkout is hosted by the payment provider, Stripe, acting as merchant of record. No express acknowledgement relating to immediate performance of digital content or services is currently displayed at checkout or at sign-up.

1.10 User content

You retain your rights in content you provide to Postbarrel, subject to any third-party rights that may apply. You grant Postbarrel a limited licence to host, store, process, reproduce and transmit your content as reasonably necessary to provide, secure and improve the service, including sending the interview to the AI provider to generate the requested script.

As between you and Postbarrel, you own the script generated for you. Postbarrel claims no ownership of it and places no restriction on how you use it, including commercial use, publication, recording and adaptation. This is subject to your compliance with these Terms and the Acceptable Use Policy, and does not affect any third-party rights that may exist in material you supplied or in facts drawn from the public record. Postbarrel does not warrant that generated output is original, and identical or similar output may be generated for other users. Edits you make to a script are yours on the same basis. The retained original exists so you can restore it and is deleted with your account like any other content.

You must only provide content that you are entitled to provide and process. Do not provide another person's personal information unless you have an appropriate right, authority or permission to do so. On the Storytime and Horror/True Crime profiles, which are often about other people, you are asked to confirm before you begin that you have the right to share the story and will not include private details that could identify someone without their agreement.

Two profiles, Fitness and Self-Improvement, are designed to ask about sensitive personal information and require your explicit confirmation before you begin. That confirmation, with the time and the wording you agreed to, is recorded with your answers. You may withdraw it at any time by deleting the script, which also deletes the answers it was written from. On all other profiles, do not intentionally provide special-category or sensitive personal information. Those interview prompts are not designed to request it.

1.11 Prohibited use

You must not:

- Use Postbarrel unlawfully or for fraud, harassment, abuse, impersonation or infringement of another person's rights.
- Submit personal information about another person without an appropriate legal basis, permission or authority.
- Use Postbarrel to generate knowingly false, defamatory or misleading content and present it as fact.
- Attempt to bypass credit limits, payment controls, age restrictions, security controls, the free-script limit, the wallet ceiling, or the promotion and referral rules (including farming free or referral credits across accounts).
- Scrape the service, or use its outputs at scale to build a competing product.
- Interfere with, reverse engineer, attack or disrupt the service, except to the extent that applicable law expressly permits such activity.

1.12 AI output

AI-generated output may contain errors, omissions or wording that does not perfectly reflect your intended meaning. You are responsible for reviewing and editing output before use. Postbarrel does not guarantee that generated text is accurate, complete, legally suitable, or appropriate for publication in every circumstance.

1.13 Suspension and termination

Postbarrel may suspend or terminate access where reasonably necessary to address non-payment, abuse, fraud, security risks, unlawful use, serious breach of these Terms, or legal obligations. Where appropriate, Postbarrel will provide notice and an opportunity to remedy a breach, subject to the urgency and circumstances.

1.14 Availability

Postbarrel is a developing service. Availability may be interrupted by maintenance, third-party outages, security incidents or circumstances outside Postbarrel's reasonable control. Nothing in these Terms excludes rights or remedies that cannot lawfully be excluded.

1.15 Liability

Postbarrel will not exclude or limit liability where doing so would be unlawful. The public Terms exclude indirect and consequential losses, lost profits, lost audience and reputational harm to the fullest extent the law allows, cap total liability at the amount paid in the 12 months before the claim, and preserve liability that cannot be limited by law, including death or personal injury caused by negligence, and fraud.

1.16 Governing law

The Terms are governed by the law of Scotland, with the Scottish courts having jurisdiction, subject to mandatory consumer protections in the customer's own country, which the public Terms expressly preserve.

1.17 Changes

Postbarrel may update these Terms from time to time. Changes are posted on the Terms page with a new effective date, and material changes are also communicated by email or in the app. Continued use after an effective date may constitute acceptance where legally permitted.

1.18 Contact

Questions about these Terms: support@postbarrel.com.

2. Privacy Policy

The plain-language version of this Privacy Policy is at postbarrel.com/privacy. Where the two differ in substance rather than wording, this document is the intended position.

2.1 Who is responsible for your data?

The controller for Postbarrel user data is Fuad Oluwatosin Laguda, a sole trader trading as Postbarrel. Contact: support@postbarrel.com. Location: Scotland, United Kingdom. Postbarrel is registered with the Information Commissioner's Office and pays the applicable data protection fee. The public page and this document give the operator's name, "Scotland, United Kingdom" and the support address, not the street address or the registration number.

2.2 What information we collect

Account information. Your email address and password (email sign-up), or your email address as provided by Google (Google sign-in). Passwords are held in hashed form by the authentication provider, not as readable text. If you enable two-factor authentication, the authenticator secret is stored.

Age confirmation and terms acceptance. A self-certification that you are 18 or over and your acceptance of the Terms, made at sign-up (or, for Google sign-ins, on the first-session consent screen). Postbarrel does not collect or store your date of birth.

Country. Chosen by you at sign-up, pre-filled from the country Cloudflare sees on your connection. Used to show the correct currency and taxes at checkout.

Interview answers and related content supplied in the Postbarrel interview flow, together with the scripts generated from them, your edits, series names, saved ideas and optional thumbs up/down feedback.

Business identity information, where you use a business profile: the business details you save so they can be applied consistently across your business scripts.

Subscription and billing status necessary to operate the service, received by webhook from the payment provider: transaction and subscription identifiers, status, price and currency, and the email/country you entered at checkout. Payment card details are handled by the payment provider and are not stored by Postbarrel.

IP address. Your IP address is collected on every request. It is used to apply rate limits and detect abuse, it is written to operational logs when a script is generated, and it is used by Cloudflare to pre-fill your country at sign-up. It is not stored in the usage-events table described below.

Usage events. Postbarrel records a short list of product moments per account (front page viewed, signed up, first and second script, out of credits, checkout opened, paid, cancelled) plus the referral or campaign code from the arrival link, in its own database only, to measure the sign-up funnel and pay referral partners. No IP addresses are stored in that table, and rows are unlinked from the account on deletion. The browser's local storage holds a random visit identifier and any referral or campaign code from the link you arrived by. This never leaves postbarrel.com.

Consent and preference records needed to administer the sensitive-profile confirmations described in section 2.3, the email opt-out described in section 2.9, and compliance generally.

Support or correspondence that you voluntarily send to Postbarrel (the support form collects name, email and message).

Postbarrel does not collect device/browser fingerprints, advertising identifiers, uploaded audio, uploaded video, uploaded images, or user-uploaded files or documents. Camera and microphone access for the teleprompter's record mode runs entirely in your browser. The recording is saved on your device and never transmitted to Postbarrel.

2.3 Interview content and sensitive information

Interview content can relate to films, games, businesses, personal experiences, opinions, stories and customer experiences. Some questions may ask about other people, such as customers.

Two profiles, **Fitness** and **Self-Improvement**, are specifically designed around sensitive personal information (physical condition, and personal beliefs and practices), because that is what those profiles are for. Before you start one of these profiles, you are asked to explicitly confirm that you understand this and are choosing to share your own experience. This confirmation is recorded with the interview itself: the time you ticked the box and the exact wording you agreed to are stored alongside your answers, separately from your account creation, your acceptance of the Terms, and any email preference. A script cannot be generated from one of these profiles unless that record exists. You can decline. The other sixteen personal profiles and all seven business profiles remain fully available if you do.

Two further profiles, **Storytime** and **Horror/True Crime**, are often about other people. Before you start one of these you are asked to confirm that you have the right to share the story and will not include private details that could identify someone without their agreement. That confirmation is recorded in the same way.

All other profiles do not ask for sensitive information. Users are instructed not to volunteer sensitive or special-category information in those profiles, and not to provide another person's personal information unless they have the right to do so.

Every profile includes at least one optional, unbounded free-text field. If a user nevertheless includes sensitive information, or personal information about another person, in a profile that does not require it, Postbarrel may receive and process that information because it forms part of the interview submitted by the user.

2.4 Why we use personal information

Purpose	Typical data	Lawful basis
Create and operate an account	Email, password or Google identity, 18+ self-certification, country	Contract. Legal/security obligations as applicable
Provide the interview-to-script service (standard profiles)	Interview answers, edits, series data, account/service data	Contract

Purpose	Typical data	Lawful basis
Provide the interview-to-script service (Fitness, Self-Improvement)	Physical condition, personal belief/practice data	Contract (Art. 6), plus explicit consent (Art. 9(2)(a)) recorded per submission before intake
AI processing to generate scripts	Whole interview and relevant service identifiers. For a series, a paraphrase of the user's own earlier answers	Contract. International transfer safeguards apply
Fact-checking web search	Topic/subject text only, sent to the search provider	Contract
Billing and subscription management	Subscription status, billing identifiers	Contract. Legal obligation where applicable
Fraud, abuse and security prevention	Account/service events, IP address, security and log data	Legitimate interests
Sign-up funnel measurement and referral partner payment	Usage events (no IP), arrival referral/campaign code	Legitimate interests. No profiling, first-party only
Display correct pricing/currency	Country declared at sign-up (geolocation pre-fill)	Contract / legitimate interests
Customer support	Information the user sends to support	Contract or legitimate interests depending on context
Lifecycle email about the user's own account	Email address, account state (no script yet, free scripts expiring, out of credits)	Soft opt-in / legitimate interests. Disclosed at sign-up. One-click unsubscribe on every message

There is no marketing list and no third-party newsletter. If broader marketing email is introduced it will require its own consent basis and this table must be updated first.

2.5 AI processing: Anthropic Claude API, with an EU failover

To generate a script, Postbarrel sends the whole interview to Anthropic's Claude API. Postbarrel uses Claude Sonnet 5 for every call in the pipeline. The Postbarrel Anthropic workspace and inference are configured for US geography. For a script in a series, a brief paraphrase of the user's own earlier answers in that series is included. Never a quotation and never another user's content.

If Anthropic's API fails repeatedly during a generation (an outage), the writing call fails over to an open-weight model (Qwen3-235B) served by Nebius in the EU, with provider retention of prompts and outputs disabled at the API level. Nebius receives the same generation content Anthropic would have received, only during a failover. Failovers alert the operator and are logged. This is a resilience mechanism, not a routine processing path.

For most profiles, Postbarrel also runs fact-checking web research before generating the script. The primary search provider is Tavily (US), which receives only the topic or subject text, never the full interview and never account details. Every research-enabled profile restricts its research to a whitelist of domains chosen for that profile. If Tavily is unavailable, research falls back automatically to Anthropic's web search tool (through Claude Sonnet, capped at 3 searches per generation), in which case interview-derived search queries may reach a web search index through Anthropic instead. Two personal profiles (Pets and Storytime) and all seven business profiles do not use research at all.

Anthropic's commercial API documentation states that API inputs and outputs are not used to train models by default and that standard API retention is 30 days, subject to stated exceptions. Data sent to Anthropic and Tavily forms an international transfer from the UK to the US. The Nebius transfer is UK to EU. Section 2.11 sets out the transfer position.

On a limited set of content types, generation may also involve asking your permission to add generic, non-factual descriptive detail where your answers are shorter than the length you selected. This is opt-in, sought separately for each generation, and never adds a new name, number, claim or event. It is described fully at section 6.4.

2.6 Supabase

Postbarrel uses Supabase for authentication and database services, hosted in the UK (London region). Supabase Auth handles verification and password-reset emails and the Google OAuth sign-in flow. Other transactional emails, account creation, purchase and deletion confirmations, welcome and lifecycle messages, are sent through Resend (see section 2.9).

2.7 Cloudflare

Postbarrel's application logic runs on Cloudflare Workers. Cloudflare Workers execute at whichever global edge location handles each request and are not pinned to a single country. Cloudflare also runs Postbarrel's scheduled jobs (a nightly job at 03:00 for the deletion scrub, wallet-batch expiry, security-log pruning and removal of interview answers that never produced a script. A periodic operator pulse email with aggregate numbers. A 09:00 daily job for lifecycle email), provides Turnstile bot protection on sign-up and sign-in, performs the geolocation used to pre-fill country at sign-up, and blocks traffic from the EU/EEA.

Cloudflare writes operational logs of requests to the service. These logs can include the IP address of the request and, for a generation request, the interview content submitted. Cloudflare retains these logs for up to 7 days on Postbarrel's current plan, after which they are no longer available. Postbarrel does not separately export or retain these logs. Separately, an operator-only diagnostic trace of a generation can be switched on temporarily in the application's key-value store for debugging. It is off by default and is not part of routine processing.

2.8 Payment provider

Stripe handles subscriptions and payment as merchant of record (Stripe Managed Payments). Stripe is the seller of record to the customer, collects and remits sales tax and VAT, holds card details, and issues receipts and refunds. Postbarrel does not receive or store the customer's full card number or CVV. It receives, by webhook, transaction and subscription identifiers, status, price and currency, and the customer's email and country as entered at checkout. Checkout and the billing portal are hosted by Stripe. Nothing from Stripe is embedded in Postbarrel's own pages.

2.9 Email and communications

Incoming email to hello@postbarrel.com and support@postbarrel.com is received by Google Workspace, which hosts both mailboxes. Supabase Auth sends verification, password-reset and email-change

messages. Resend sends all other system email: account creation, welcome, purchase and account deletion notices, and the lifecycle messages below. Resend processes the recipient's email address and the content of these messages, and holds the account email as a contact so a service notice (for example an outage) can be sent to all users. The contact is removed on account deletion.

Lifecycle email. Four messages, each sent at most once per account, based on the account's own state: a day-1 "no script yet" nudge. A "your free scripts expire on " notice. A "make it a series" suggestion after the first script. And the launch offer when credits run out. These are sent on the basis of the account relationship (soft opt-in): the sign-up form says they will come, and every one carries a signed one-click unsubscribe link that sets the account's email opt-out. Account and security emails are unaffected by the opt-out. There is no marketing list beyond this and no third-party newsletter.

Postbarrel also keeps a copy of account-event notifications (signup, purchase, deletion) at hello@postbarrel.com for operational visibility and account-recovery purposes. This copy is the operator's own business record and is not part of the automated deletion process described in section 7.

2.10 Retention

Interview answers, generated scripts (including retained originals of edited scripts), series, saved ideas and feedback are retained while your account remains active, so that you can return to them. Deleting a script deletes the interview answers it was written from. Answers that never produced a script are removed automatically after one day.

When you request account deletion, your account is locked immediately, no further authenticated access is possible from that point, and any active subscription is cancelled immediately with the payment provider. Full deletion of your account record, interview answers, generated scripts and associated content takes place 30 days later, carried out automatically by a daily scheduled process. A minimal record that the account was deleted (account identifier and dates) is retained. Usage-event rows are unlinked from the account. Postbarrel does not operate a separate, longer backup-retention tier. 30 days is the single retention period between a deletion request and permanent removal. Unused credits are lost on deletion and are not refunded.

Expired wallet batches are removed by the nightly job while the account is active, with the removal recorded in the transaction log.

Operational logs held by Cloudflare, which can include interview content and IP address, are retained for up to 7 days from creation and are not tied to account status. Security/abuse logs in the application database are pruned on a rolling basis by the nightly job.

Copies of account-event notifications held at hello@postbarrel.com (see section 2.9) are not covered by the deletion cycle above and are retained indefinitely as the operator's own business records.

The payment provider retains its own payment records for as long as tax law requires. Postbarrel does not control that retention.

Full detail is set out in section 7.

2.11 International transfers

Postbarrel is based in the UK. It uses US-configured Anthropic processing, a US search provider (Tavily), US-based email (Resend) and US infrastructure companies (Cloudflare, and Supabase operating a UK-region database), with an EU failover model provider (Nebius). Cloudflare Workers execute at the edge location nearest the request, as described in section 2.7. Any restricted transfer of UK personal data is covered by the providers' standard contractual clauses or the UK International Data Transfer Agreement and, where applicable, the provider's certification under the EU-US Data Privacy Framework. The service is not offered in the EU or EEA.

2.12 Your data protection rights

Subject to applicable law and exceptions, you may have rights including access to your personal data, rectification, erasure, restriction of processing, objection to certain processing, portability, and rights relating to consent where consent is used.

You can do most of this yourself: your scripts and settings are editable in the app, deleting a script deletes the answers it was written from, and account deletion is on the account page. There is no automated data-export button. Exports are produced manually on request to support@postbarrel.com, with a response within one month.

Where you have given explicit consent to a sensitive profile (section 2.3), you may withdraw that consent at any time by deleting the script. Withdrawal does not affect the lawfulness of processing carried out before withdrawal. You can stop lifecycle email at any time through the one-click unsubscribe link.

You also have the right to complain to a data protection regulator. In the UK this is the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, ico.org.uk. If you are in another launch country, the relevant supervisory authority for your jurisdiction may also apply.

2.13 Deletion requests

You can delete your account yourself. Your account is locked immediately, and your data is permanently deleted 30 days later, as described in sections 2.10 and 7. Legal, security, accounting or dispute-related retention may apply where required or permitted by law.

2.14 Security

Postbarrel uses reasonable technical and organisational measures appropriate to the risks, including secure authentication with optional two-factor authentication, bot protection on sign-up and sign-in, row-level access controls and locked-down database permissions (revoke-by-default with definer-rights procedures), encrypted transport, vendor security controls, secret and key management with derived-key signing for email links, per-IP and per-account rate limiting, a per-IP cap on free-script use, origin checks on every state-changing request, and abuse logging. Security reviews of the account, referral, promotion, webhook and session surfaces were carried out before launch and their findings closed.

2.15 Personal data breaches

A personal data breach is any security incident leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data held by Postbarrel or its processors.

Where Postbarrel becomes aware of a breach, it will assess without undue delay whether the breach is likely to result in a risk to the rights and freedoms of the people affected. Where it is, Postbarrel will notify the Information Commissioner's Office within 72 hours of becoming aware, or explain the reason for any delay.

Where a breach is likely to result in a high risk to those people, Postbarrel will also inform the affected users directly and without undue delay, describing what happened, what data was involved, what is being done about it, and what steps they can take.

Postbarrel keeps an internal record of all personal data breaches, including those not notified, recording the facts, the effects and the action taken.

Postbarrel's processors are required by their contracts to notify Postbarrel of any breach affecting Postbarrel data without undue delay.

2.16 AI training

Postbarrel does not use your interview answers or generated scripts to train AI models, and does not permit its AI providers to do so. Anthropic's commercial API terms state that API inputs and outputs are not used for model training by default. The failover provider's retention of prompts and outputs is disabled at the API level.

2.17 Children

Postbarrel is for adults aged 18 and over. Account creation requires the user to confirm they are 18 or over before the account can be created. This is a self-declaration and is not independently verified. If Postbarrel learns that a person under 18 has created an account contrary to this rule, the account will be handled in accordance with the age/deletion procedure and applicable law.

2.18 Vulnerable users and crisis disclosures

Postbarrel is a content tool. It does not provide advice, diagnosis, treatment, counselling or crisis support, and it is not a substitute for professional help. Every safeguard in this section is in force engine-wide, because a personal disclosure can arrive through any free-text field.

Where a user's answers indicate they may be in crisis rather than choosing to tell a past experience, Postbarrel does not generate a script and does not ask any further questions. It responds with a fixed, reviewed message, identical on every occurrence, which points UK users to Samaritans (free on 116 123, any time, or jo@samaritans.org) and users outside the UK to their local emergency services or a crisis line where they are. Nothing is charged for the attempt, and the interview entry itself is deleted so nothing from it is stored. Postbarrel does not diagnose, does not advise on the situation described, and does not contact anyone on the user's behalf. This safeguard operates across the whole service, on every profile and every free-text field.

Past experience is not treated as a crisis, however severe, including past self-harm or past suicidal feelings a user is choosing to tell. Those are handled normally.

Postbarrel never includes methods, means or specific details of self-harm or suicide in generated scripts, including where a user has provided them. It does not use clinical or diagnostic language a user did not use themselves, and does not turn a user's experience into advice or instruction for an audience.

Postbarrel records that a crisis response occurred, for the purpose of monitoring that this safeguard is working. It does not record the content of what the user wrote in that record.

If you are in immediate danger, contact emergency services on 999 (UK) or your local emergency number.

2.19 Changes to this Privacy Policy

Postbarrel may update this Privacy Policy when its processing activities change or when legal requirements change. Changes are posted on the Privacy page with a new effective date, and material changes are also communicated by email or in the app. Each published version carries its own effective date.

2.20 Contact

Privacy enquiries: support@postbarrel.com.

3. Cookie Policy / Notice

Postbarrel does not use non-essential cookies or tracking technologies. It uses strictly necessary cookies or equivalent browser storage required to operate, secure and authenticate the service. Postbarrel's own pages set no cookies at all.

3.1 What is used

- **Authentication session.** Session tokens (valid for 1 hour, refreshed automatically) stored in the browser's local storage by the authentication provider. Removed on sign-out.
- **Attribution.** Local storage holds one first-party record: a random visit identifier, the referral code, campaign source or discount code from the link the visitor arrived by (if any), and the time of first arrival. It is used so a sign-up can be attributed to the right partner and a discount code can be carried to checkout. It never leaves postbarrel.com.
- **Cloudflare Turnstile.** The bot-protection widget on sign-up and sign-in is served from challenges.cloudflare.com and may set a cookie for that purpose (strictly necessary security function).
- **Cloudflare bot detection.** Cloudflare's own bot-management script is injected at the network edge on page load. Postbarrel's Content Security Policy prevents it from executing, so it sets nothing in the browser.
- **Google Fonts.** Typefaces are loaded from Google's servers, which receive the visitor's IP address when font files load. No cookie is set by this.

3.2 What Postbarrel does not use

- No analytics of any kind, including cookieless aggregate analytics. No page-view measurement runs on the site.
- No analytics platform that profiles individuals (no Google Analytics, PostHog or Microsoft Clarity).
- No advertising pixels such as Meta Pixel, Google Ads or TikTok Pixel.
- No non-essential behavioural tracking or advertising cookies, and no cross-site tracking of any kind.
- No third-party scripts on Postbarrel's pages other than Cloudflare Turnstile and Google Fonts. Checkout and the billing portal are full-page redirects to Stripe, and nothing from Stripe loads on postbarrel.com.

Postbarrel does collect IP addresses server-side for rate limiting, abuse detection and geolocation pre-fill, as described in section 2.2. This is server-side collection, not a cookie or browser-storage technology. Product moments (sign-up, first script, checkout opened, paid) are recorded server-side in Postbarrel's own database as described in section 2.2, not by a browser tracker.

3.3 Future changes

If Postbarrel later introduces analytics, advertising, personalisation or other non-essential tracking technologies, the cookie and consent design and this notice must be reviewed and updated before those technologies are deployed where consent is required.

4. Subscription, Cancellation & Refund Policy

The plain-language version of this policy is at postbarrel.com/refunds. Where the two differ in substance rather than wording, this document is the intended position. The merchant of record is Stripe, which issues every refund.

4.1 Price and plan

Postbarrel offers two subscription plans, billed monthly:

Plan	Credits per month	Indicative UK price
Small Pack	10	£5
Medium Pack	22	£10
Large Pack	50	£22

Prices are set in the payment provider, shown in the visitor's local currency, and include applicable tax. No annual plan is offered.

Credits are consumed per generation: one credit for a single-item personal generation, one credit per item for a multi-item generation (maximum ten items per interview), and two credits for a business-profile generation. The cost is shown before the user confirms.

A separate one-time top-up of 5 credits for £4 is available, in quantities of 1 to 20 per checkout. Each top-up batch **expires 90 days after purchase**. The wallet is capped at 200 credits and the checkout will not sell past the cap. Wallet credits are not affected by the subscription billing cycle and survive plan cancellation. The monthly allowance is reset to the plan amount each period and does not roll over.

4.2 Free scripts

Three free scripts are available per registered account: single-item, personal (non-business) profiles only, usable within seven days of sign-up, after which unused free scripts expire. No payment method is required. They cannot be obtained again by deleting and recreating an account.

4.3 Recurring billing and auto-renewal

The subscription is monthly and recurring. The Stripe checkout and the billing portal disclose the price, billing interval and renewal setting. Customers cancel through the billing portal, reached from the account page, and change plan from the account page. Only one subscription may be active per account at a time.

4.4 Cancellation, upgrade and downgrade

When a customer cancels a paid subscription, the cancellation takes effect at the end of the already-paid period and access remains available until then, subject to any applicable suspension or legal rights. Remaining allowance credits remain usable during that paid period but are removed at the end of it and

do not carry over. Wallet credits are unaffected by cancellation and keep their own 90-day expiries. Cancelling does not trigger a refund of the current period.

An upgrade starts a fresh month of the larger plan on the day of the upgrade: the customer is charged the larger plan's full price less the value of any unused credits on the smaller plan at that plan's per-credit price (Small is £5 for 10 credits, so three unused credits are £1.50 back), the renewal date moves to that day, and the monthly allowance is reset to the larger plan's full amount. A downgrade is applied at no charge and takes effect at the next renewal, which then grants the smaller plan's allowance. The charge and the new renewal date are shown before the customer confirms either change.

4.5 Failed renewal

If a renewal payment fails, the subscription becomes past due and the new period's credits are not issued unless payment is successfully recovered. The payment provider may use its payment-recovery mechanisms. Access is governed by the customer's remaining credit balance. Wallet credits are unaffected.

4.6 Refunds and statutory rights

Plans. A full refund is given on request within 14 days of the first payment if none of that period's credits have been used. Where some have been used, Postbarrel may refund the unused share or decline, at its reasonable discretion. Renewal payments are not refundable once the new period has started, except where the law says otherwise.

Top-ups. Refundable within 14 days of purchase if none of the credits have been used. Once any credit from the purchase is spent, the purchase is not refundable. Credits that expire unused are not refunded.

Always refunded. A double charge for the same order. A payment where the credits never reached the account and the fault could not be fixed. An extended outage during which the customer could not use what they paid for.

Statutory rights. Postbarrel honours mandatory consumer cancellation, withdrawal and refund rights applicable to the customer. Where those rights are greater than this policy, they apply. Postbarrel provides a digital service that can be accessed immediately after payment, and no express acknowledgement relating to immediate performance is currently shown at checkout or sign-up.

Effect of a refund or chargeback on credits. When a payment is refunded in full or charged back, Postbarrel automatically removes the credits that payment granted (wallet credits or the plan's allowance), floored at zero, so the balance never goes negative and the customer is never charged again. Any promotional bonus tied to that payment is also removed: the account's +5 first-purchase bonus, and the +3 referral bonus paid to whoever referred it, each once, recorded in the transaction log. A full refund or chargeback of a plan payment also ends that plan immediately. A partial refund adjusts money only and removes no credits automatically. Cancelling a plan or deleting an account removes no bonus or top-up credits.

Chargebacks. Customers are asked to contact support before disputing a charge with their bank. A chargeback removes the associated credits in the same way as a refund, and accounts used for repeated chargeback abuse may be closed.

4.7 Incorrect or defective service

Nothing in this policy removes rights that apply when the service is not supplied as described, is faulty, or where other mandatory consumer remedies apply.

4.8 Refund administration

Refund requests are made by email to support@postbarrel.com from the address on the account, giving the date of the purchase. Approved refunds are issued by Stripe to the original payment method and normally show within 5 to 10 business days depending on the bank. Postbarrel instructs Stripe to process the refund rather than paying the customer directly.

Unused credits are not refunded on account deletion.

5. Acceptable Use & User Content Policy

This policy forms part of the Terms. Its rules are stated in plain language in section 5 of the public Terms page, and a short notice beneath every interview form reminds the user of the rule that applies to that profile: on Fitness and Self-Improvement, that the answers must be about the user's own experience and not someone else's health, condition or beliefs. On every other profile, that the user must have permission before sharing another person's personal details.

5.1 What users may submit

Users may submit their own experiences, opinions, business information, customer stories and other material necessary to answer the Postbarrel interview questions.

5.2 Information about other people

Some interview questions may lead users to mention customers, colleagues, clients, friends or other people. Users must only submit another person's personal information where they have an appropriate right, authority or permission to do so.

On the Storytime and Horror/True Crime profiles, which are often about other people, the user must confirm before the interview starts that they have the right to share the story and will not include private details that could identify someone without their agreement. The time of that confirmation and the wording agreed to are recorded with the interview.

On the Fitness and Self-Improvement profiles, users must not describe another person's physical condition or personal beliefs. These profiles are scoped to the user's own experience, and the interview and follow-up questions are designed to keep them there.

5.3 Sensitive information

Two Postbarrel profiles, Fitness and Self-Improvement, are built to ask about sensitive personal information: the user's own physical training and condition, or personal beliefs and practices. Using one of these profiles requires the user to explicitly confirm, before the interview starts, that they understand this and are choosing to share their own experience. The time of that confirmation and the wording agreed to are recorded with the interview, and no script is generated from these profiles without that record. The user withdraws the confirmation by deleting the script, which deletes the answers with it.

All other profiles do not ask for special-category or sensitive information such as health information, political opinions, religion, sexual orientation or criminal history. Users are instructed not to volunteer such information in these profiles. If a user voluntarily includes it anyway, it may be received and processed as part of the submitted interview, including transmission to the AI provider to generate the script.

5.4 Prohibited submissions

You must not submit:

- Unnecessary sensitive or special-category personal information, outside the two profiles designed for it.
- Personal information about another person without appropriate authority or permission.
- Passwords, payment-card numbers, authentication secrets, API keys or other credentials.
- Knowingly unlawful, fraudulent, defamatory, threatening, abusive or infringing content.
- Content designed to impersonate another person or mislead audiences about material facts.
- Content naming a living person in connection with a crime they were not convicted of, including people arrested, questioned, named as suspects, charged, or acquitted.
- Content about criminal proceedings that are currently active, including ongoing investigations, upcoming or current trials, and pending sentencing or appeals.

The last two rules are also enforced by the Horror/True Crime profile itself: the generation instructions never name or identify a living person who was not convicted, never speculate on guilt beyond documented official findings, and refuse a case with active proceedings outright.

5.5 Accuracy and review

Users remain responsible for checking the generated script before publication or recording. Postbarrel does not independently verify the truth of user-supplied stories or claims. Where fact-checking web search is used, it corroborates specific named facts only and is not a guarantee of overall accuracy.

5.6 Enforcement

Postbarrel may remove content, suspend generation, suspend accounts or take other proportionate action where it reasonably believes the service is being misused, subject to applicable law. Attempting to farm free scripts, referral bonuses or promotional credits across accounts is misuse. Some of these rules are enforced automatically: free-script use is capped per network address, referral attribution is captured only on a first visit and cannot be applied later, self-referral pays nothing, and repeated chargeback abuse may lead to account closure.

6. AI Processing & Transparency Notice

Postbarrel uses Anthropic's Claude API to turn the user's interview answers into a spoken script, with an EU-hosted failover provider for resilience.

6.1 What is sent to AI

The whole interview is sent to the Claude API. This can include answers, selected options and context provided through the interview flow, and, for a script in a series, a brief paraphrase of that user's own earlier answers in the series. Postbarrel does not send unrelated account data or other information that is not required to generate the script.

For most profiles, generation is preceded by fact-checking web research. The primary provider is Tavily, which receives only the topic or subject text, never the full interview, never account details. Every research-enabled profile restricts its research to a whitelist of domains chosen for that profile. If Tavily is unavailable, research falls back automatically to Anthropic's web search tool through Claude Sonnet, capped at 3 searches per generation. In that case interview-derived queries reach a web index via Anthropic. Research is enabled on 16 of the 18 personal profiles and none of the 7 business profiles. Pets and Storytime do not use it.

The Get ideas feature (paid accounts only, 10 pulls a month included) searches Tavily for recent, real topics in the user's content lane and distils them into suggestions. It uses Tavily only, with no fallback to Anthropic's web search: if Tavily is unavailable the feature pauses rather than switching provider. Its queries are about the lane, never about the user.

6.2 Models

Claude Sonnet 5 is the model for every call in the pipeline, including the separate delivery-notes call. During an Anthropic outage only, after four consecutive failures of the primary, the writing call is served by Qwen3-235B (an open-weight model) on Nebius, with provider retention of prompts and outputs disabled. A daily health check verifies the failover path, and the operator is alerted whenever it is used.

6.3 Location configuration

The Postbarrel Anthropic workspace and inference are configured for US geography. Tavily is a US provider. Nebius serves from EU data centres. AI processing is therefore not UK-only processing.

6.4 Consented descriptive detail

Where a user's answers are shorter than the script length they selected, Postbarrel may ask the user's permission to add generic descriptive detail rather than returning a script that does not meet the requested length. The user is shown a plain explanation and given an explicit choice. Nothing is added unless the user agrees, and the user's decision is recorded and sent with the generation request in every case, so consent is never inferred from silence or from the absence of a response.

What may be added under this permission is limited to non-factual descriptive texture: scene-setting, mood, atmosphere, the kind of ordinary detail that could plausibly belong to a moment of the type the user described. What may never be added, with or without the user's permission, is any new name, number, claim or event. Every fact and every occurrence in the finished script must remain traceable to something the user actually said. This restriction is expressed to the model as a hard boundary in the generation prompt, not as a preference.

The permission is offered on **ten** content categories selected because no verifiable factual claim is at stake in them: book reviews, events, film reviews, food reviews, game reviews, science explainers, sports-watching (opinion and reaction content), storytime, tech reviews and travel. It is not offered on any other profile: not on the seven business profiles, where the content consists of a real business's claims about itself, not on Finance, not on the two consent-gated sensitive profiles, Fitness and Self-Improvement, where the value of the content rests on it being an unembellished account of the user's own experience, and not on Horror/True Crime, Pets, Sustainability, Get-ready-with-me or Outfit-of-the-day. The list is a closed set in code and is never extended by inference.

Where the permission is used, the stored script is permanently marked as embellished in its source record, distinguishing it from content drawn entirely from the user's own words. This marker is written as returned and is not overwritten or removed by any later processing. A separate, mutually exclusive option lets the user accept a shorter script instead.

6.5 Retention and training

Anthropic states that commercial API inputs and outputs are not used to train its models by default. Anthropic's standard commercial API retention position is 30 days, subject to its stated exceptions. The failover provider's retention is disabled per request. Postbarrel does not use interview answers or scripts to train any model and does not permit its providers to do so.

6.6 Human review

Postbarrel generates scripts automatically. No Postbarrel employee, contractor or moderator accesses customer interview content as part of normal operations. Interview content may appear in operational logs as described in section 2.7, which are accessible to the operator for debugging purposes and expire after 7 days. An operator diagnostic trace can be switched on temporarily for a specific problem and is off by default. If routine human review is later introduced, the privacy notice, lawful-basis analysis, security measures and data-access controls will be updated first.

6.7 AI limitations

AI output can contain errors, omissions, ambiguity or wording that does not perfectly represent the user's intended message. The user should review the script before publishing or recording, and can edit it line by line in the product.

6.8 Data-flow summary

USER → Postbarrel account/interview (Cloudflare Workers, global edge) → Supabase database (UK) → fact-checking research on most profiles (Tavily, topic text only. Anthropic web search as fallback) → whole

interview sent to Anthropic Claude API (US-configured. Nebius EU only during an Anthropic outage, retention disabled) → generated script returned to Postbarrel → interview/script retained in Supabase so the user can return to it → optional user edits stored alongside the retained original → optional on-device teleprompter recording that never reaches Postbarrel.

Cloudflare writes operational logs of each generation request, including interview content and IP address, retained up to 7 days.

7. Data Retention & Deletion Policy

7.1 Retention table

Data / record	Active account	After deletion request	Notes
Account information	Retained while account active	Account locked immediately on request. Record permanently deleted 30 days later, including the login itself. A minimal deleted-account record (identifier, dates) is retained	Single 30-day cycle. No separate backup tier
Interview answers	Retained until the user deletes the script made from them, or the account. Answers that never produced a script are removed by the nightly job after one day	Permanently deleted 30 days after an account deletion request	Retained so the user can return to previous interviews
Generated scripts, edits and retained originals, series, saved ideas, feedback	Retained until the user deletes them or the account	Permanently deleted 30 days after deletion request	Same 30-day cycle
Business identity records	Retained while account active	Permanently deleted 30 days after deletion request	Same 30-day cycle
Consent and confirmation records (Fitness, Self-Improvement, Storytime, Horror/True Crime)	Stored on the interview row. Deleted with the interview, which goes when its script is deleted	Deleted with the interview, 30 days after deletion request	Evidences the Article 9 condition and the third-party confirmation while the content exists
Credits, wallet batches, transaction log	Retained while account active. Expired wallet batches removed nightly with the removal logged	Deleted 30 days after deletion request	Clawbacks and expiries are recorded in the transaction log
Usage events (funnel)	Retained while account active. Contains no IP addresses	Rows anonymised 30 days after deletion request: account, visitor and referral identifiers and metadata cleared	First-party only. Aggregate counts survive
Lifecycle email sent-record and email opt-out flag	Retained while account active	Deleted 30 days after deletion request. The Resend contact is removed at the moment of the request, so no further email can be sent	The opt-out is honoured by the absence of the contact once the account is gone
Security/abuse logs (application)	30-day rolling window, pruned by the nightly job	Events tagged with the account are deleted 30 days after deletion request	IP-bearing

Data / record	Active account	After deletion request	Notes
Operational logs (Cloudflare)	Up to 7 days from creation, regardless of account status	Not tied to account deletion	Can contain interview content and IP address
Operator diagnostic trace (KV)	Only while switched on for a specific problem. Off by default	Cleared when switched off	Not routine processing
Admin notification emails	Retained at hello@postbarrel.com indefinitely as the operator's business records	Not deleted by the account-deletion process	Sign-up, purchase and deletion notices
Resend contact record	While account active	Removed at the moment of the deletion request	Held so service notices can reach all users
Anthropic API data	Not controlled by Postbarrel after transmission	Anthropic standard API retention 30 days, subject to its stated exceptions	See section 6.5
Nebius failover data	Provider retention disabled per request	Nothing retained	Used only during Anthropic outages
Tavily query text	Not controlled by Postbarrel after transmission	Per Tavily's terms	Topic or subject text only, never account details
Payment records	Held by Stripe as merchant of record	Retained by Stripe per tax law	Not controlled by Postbarrel

7.2 Account deletion

When a user requests account deletion, the account is locked immediately, the user can no longer authenticate or access the service from that point, any active subscription is cancelled immediately with the payment provider, and the Resend contact is removed. The underlying account record, interview answers, generated scripts and edits, series, saved ideas, feedback, business identity records, credits, wallet batches and transaction log, lifecycle email records, security events tagged with the account and associated content are then permanently deleted 30 days later, through a daily automated process, and the login itself is deleted. A minimal record that the account was deleted (account identifier and dates) is retained. Usage-event rows are anonymised. There is no separate, longer-retention backup tier beyond this 30-day window. Unused credits are lost and not refunded.

7.3 Legal/security exceptions

Some information may be retained where necessary to comply with a legal obligation, establish or defend a legal claim, prevent fraud or abuse, maintain security, complete accounting/tax requirements, or otherwise where applicable law permits retention. Any such retention is limited to the information and period reasonably required.

7.4 Implementation

Deletion is enforced in the database and on every request (immediate logout), and the 30-day scrub runs in the nightly job. The deletion path was tested end to end on the live rail on 4 September 2026, including immediate cancellation of an active subscription, removal of the Resend contact, and the absence of any further email to the deleted address.

Propagation to vendors works as follows. Anthropic holds API data under its own 30-day standard retention, after which nothing Postbarrel sent remains. Nebius retains nothing, by request setting. Tavily receives topic text only and no account identifier, so there is nothing to propagate. Stripe keeps payment records as merchant of record under tax law and is not asked to delete them. Resend's contact is removed at the moment of the request. Google Workspace mailbox copies of support correspondence and account notices are kept as business records.

Fuad Laguda, trading as Postbarrel

Scotland, United Kingdom

Email: support@postbarrel.com

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