Cape Privacy Notice

Effective Date: November 10, 2026

Last Updated: November 10, 2026

1. About this notice

Cape HR LLC ("Cape", "we", "us") runs the website www.capehr.com and provides Cape, a leave management application that employers use to manage their employees' leaves of absence. This notice explains what personal information we handle, why we handle it, who we share it with, and the choices you have.

It covers:

- visitors to www.capehr.com, including people who ask for a demo;
- people who use Cape, such as an employer's HR staff, managers and employees; and
- employees whose information their employer manages in Cape.

2. Our role

When an employer uses Cape, the employer decides what information about its employees goes into Cape and how it is used. We handle that information for the employer, on the employer's instructions, to provide Cape. The employer's own privacy notice also applies. If you are an employee, your employer is the first place to go with questions about your leave records.

We decide how to use the information we collect for our own business. That covers information from website visitors and demo requests, and the account and sign-in information we use to run and secure Cape.

3. Information we collect

On our website

- Demo requests. If you ask for a demo, we collect your name, work email, company name, company size and any notes you add. The form doesn't store this on the website. It is emailed to us through our email delivery provider, Resend, and we keep it in our mailbox to reply to you.
- Emails you send us. We receive whatever you include.
- Technical information. When you load the site, our hosting provider, Vercel, receives your IP address, browser details, the pages you request and the time, so it can deliver and protect the site. The pages load fonts from Google Fonts, so Google also receives your IP

address and browser details.

- Cookies. Our website doesn't use analytics, advertising or tracking tools today. It shows a cookie banner where you can allow or refuse analytics and marketing cookies, and it saves your choice in your browser. That choice is the only thing the website stores in your browser. If we add analytics or marketing tools, we will update this notice first, and they will run only if you allow them. You can change your choice at any time with the "Cookie choices" link at the bottom of each page.
- Scheduling. The "Pick a time" link opens Calendly, which handles your information under its own privacy policy.
- Calls. If we record or transcribe a demo or customer call, we tell you at the start of the call, and you can ask us not to. We use Wispr Flow to transcribe calls and take notes.
- Email from us. We email people who ask for a demo only about their request. We send marketing email only to people who opt in.

When you use Cape

- Account information: your email address, your sign-in identifier and your role.
- Sign-in and activity records. Cape records sign-ins and actions in an audit log, with the time, your IP address and your browser details.
- Cookies. Cape uses essential cookies to keep you signed in, for up to 8 hours, and to complete sign-in securely. Your browser also stores your display preferences and any unsent message drafts on your device.
- Page-view statistics. Cape doesn't use advertising tools. We may use Vercel Web Analytics to see which pages in Cape are used. It doesn't use cookies. For each page view it records the page address, the referring page, your approximate location (country, region and city), and your device type, operating system and browser. Vercel tells visits apart with a value made from the request, which it discards after 24 hours, and shows us only totals. Before page addresses are sent, we remove search text and record identifiers from them.

Information employers manage in Cape

Employers put information into Cape by entering it, by connecting their HR system, by email, and through the employee portal if they turn it on. It can include:

- Employment details: name, work email, personal email (if HR adds it), employee ID, hire and termination dates, work city and state, department and preferred language.
- Leave records: type of leave, dates, notes, which leave programs apply, tasks and decisions.
- Health information: medical certifications and other documents, functional limitations, pregnancy-related information, and workplace accommodation requests and records.

- Family information needed for a leave, such as a child's date of birth or placement for bonding leave.
- Pay information that HR enters to plan pay during leave, such as wages used for a state disability insurance claim.
- Documents and communications: uploaded documents, including their original file names; emails HR sends from Cape; and emails and attachments sent to the employer's Cape intake address.
- Corrections. When HR corrects a record, Cape keeps the old and new values.

Cape doesn't store Social Security numbers or other government ID numbers, employees' dates of birth or ages, home addresses or phone numbers. When an employer connects its HR system, Cape imports only the employment details listed above. It does not import pay, benefits, time off, Social Security numbers, dates of birth, addresses or phone numbers. The connection only reads from the HR system; Cape never writes back to it.

4. How we use information

- To provide Cape to employers, as they instruct: managing leave cases, working out timelines and applicable programs, preparing and sending communications, storing documents and producing payroll instructions that HR downloads.
- To keep Cape secure and working: signing people in, recording activity, and finding and fixing errors.
- To support employers. Cape staff can open an employer's account to help with setup or support only after recording a reason. Each session lasts up to 60 minutes and is recorded in the employer's audit log.
- To answer demo requests and messages, and to run our business.
- To meet our legal obligations.

We don't sell personal information, share it for cross-context behavioral advertising, or use it for targeted advertising. We don't use customer data, including de-identified or aggregated customer data, for any purpose other than providing Cape, and we don't use it to train AI models.

5. Email sent from Cape

HR can email employees from Cape. These emails are delivered by Resend, then by the recipient's email provider, and Cape keeps a copy. Things to know:

- Email templates can name the leave program, for example "pregnancy disability leave", so an email can show the type of leave and the reason for it. Some protected types of leave, such as safe leave, use a neutral name instead.
- HR writes and edits each email and can add any information, including health information.

- HR can attach documents from the case, which may include medical certifications. Documents the employer has marked confidential medical can't be attached.
- If the employer turns these features on, Cape can email accommodation summaries to the employee's work email as a PDF. It can also send employee portal notifications that include the employer's name, the employee's first name, the title and due date of HR's request, and a link.

6. Artificial intelligence

AI features in Cape

Cape includes AI features called Ask Cape. They send information to our AI provider, Anthropic, to produce an answer.

- Ask Cape in the Laws Explorer answers questions about leave laws. It is on for every employer's account unless the employer asks us to turn it off. It sends Anthropic the question exactly as typed, along with passages from Cape's law library. It doesn't send case or employee records, but it does send anything typed into the question, so questions shouldn't include employee details.
- Ask Cape on a leave case stays off until an employer asks us to turn it on. When it is on, it sends a reduced summary of the case, with the employee's name replaced.

We don't use what Cape sends to Anthropic to train AI models. Under Anthropic's commercial terms, Anthropic doesn't train its models on it either.

Our staff's use of AI tools

Our staff use Anthropic's Claude, under Cape's business account, to help build, test and support Cape. Under that account's terms, Anthropic doesn't train its models on what we share. Staff share an employer's information with Claude only when it is needed to support that employer, and only after we have told the employer. Staff never use personal AI accounts with customer information.

7. Who we share information with

The employer. HR and other people the employer authorizes can see the information the employer manages in Cape. Employees see what the employer shares with them, for example through the employee portal.

At the employer's direction. When HR sends an email from Cape, information goes to the recipients HR chooses. When an employer connects its HR system, Cape exchanges information with that system through Merge, as described above.

Our service providers. They handle information for us, to provide their service. The current list is also published at www.capehr.com/subprocessors.

Provider	What it does for us	Information it handles
Vercel	Hosts Cape and our website	Everything Cape sends and receives, while in transit; website and application request logs; page-view statistics for Cape, if Web Analytics is used
Neon	Cape's database	Cape's records
Cloudflare (R2)	Document storage	Uploaded documents, including medical documents, and email attachments
WorkOS	Sign-in	Users' email addresses and sign-in information; employee portal invitations
Merge	Connection to the employer's HR system	The employment details Cape imports; the employer's name and its HR administrator's email when the connection is set up
Resend	Email delivery	Emails sent from Cape; website demo requests
Sentry	Error monitoring	Technical error reports. These are set not to include personal information by default, but an error message can contain some.
Axiom	Application logs	Technical logs, with known personal fields removed
Anthropic	Ask Cape and our staff's AI	As described under Artificial

Provider	What it does for us	Information it handles
	tools	intelligence
Google	Our email and file storage; fonts on our website	Messages and files we exchange with customers; website visitors' IP addresses
Wispr Flow	Call transcripts and notes	Transcripts and notes of demo and customer calls, which can include anything said on the call

Legal requests. If a court, government agency or other party asks us for information an employer holds in Cape, we refer the request to the employer, unless the law prohibits us from doing so. We disclose information when the law requires it.

Emergencies. Where the law allows, we may disclose information in an emergency involving a risk of death or serious harm. A company officer must approve each such disclosure, and we keep a record of it.

If Cape is sold. If Cape is sold or merges with another company, customer information transfers only under the same commitments made in this notice and in our customer agreements, and we will tell our customers.

8. Where information is stored

Cape's application and database run in the United States, in Oregon, and documents are stored with Cloudflare in the United States. Some of our service providers may handle information, or give support, from outside the United States.

Cape is offered for employees who work in the United States. It is not offered for employees who work in Canada, the European Economic Area or the United Kingdom.

9. How long we keep information

- While an employer is a customer, we keep the information it manages in Cape until the employer deletes it or asks us to. The employer decides how long to keep its records, because it has its own record-keeping obligations.
- An employer can ask us to delete specific employees' information, or all of its information. We complete the deletion within 30 days of the employer's written confirmation.
- When an employer's account closes, the employer can ask for a copy of its information for 30 days. We then delete its information within 30 days.

- Deleted information ages out of our database backups within 7 days.
- The audit log, our record of who did what in Cape and when, is kept for 3 years after the employer's account closes and then deleted. It can include details from the records it describes. Only Cape's officers can access it during that time.
- Copies held by our service providers, such as email delivery records, error reports and application logs, expire within 90 days under each provider's settings.
- Demo requests, call transcripts and notes, and emails to us are kept for up to 2 years after our last contact, unless you become a customer. We delete them sooner if you ask.
- We keep information longer only where the law requires it or for a legal claim, and only as long as needed.

10. Your choices and rights

If your employer uses Cape

Your employer controls your records in Cape. To see, correct or delete your leave records, or to ask a question about them, contact your employer's HR team. HR can show you your records and documents and correct them, and Cape keeps a record of each correction.

If you contact us instead, we forward your request to your employer within 5 business days and tell you that we have done so. If your employer does not respond, we remind them and follow up. We act on your employer's instructions, and we do not change your records on our own. This does not limit any right you have under the law.

Cape does not yet have a tool to export all of a person's records at once, or to restrict how records are used. Your employer can ask us to do this, and we do it by hand within the deadline below.

Information we decide how to use

If you have visited our website, asked for a demo or use Cape, you can ask us to:

- tell you what personal information we hold about you;
- give you a copy;
- correct it; or
- delete it. We may need to keep some records where the law allows, such as security audit records.

Email info@capehr.com. We acknowledge requests within 5 business days and confirm who you are by writing to contact details we already hold for you. We respond within 45 days. If we need more time, we tell you why within those 45 days and take up to 45 more. We will not treat you differently for making a request.

California residents have further rights, described under "California privacy statement" below.

11. Security

- Information is encrypted in transit, and our database and storage providers encrypt it at rest.
- Each employer's information is kept separate from every other employer's.
- HR and company administrator accounts must use multi-factor authentication.
- Cape records user actions in an audit log.
- Staff access to an employer's account requires a recorded reason, is time-limited and is logged.
- Cape has an independent penetration test every year. The most recent was in September 2026.

No system is completely secure. If a security incident affects personal information, we tell the affected employers without undue delay, and in any case within 72 hours of confirming it. We also notify others as the law requires.

12. Children

Our website and Cape are not directed to children. Cape doesn't record employees' ages, so an employer may manage records of workers under 18 where the law allows it to employ them. Leave records can also include information about an employee's children, such as a date of birth for bonding leave.

If we learn that we have collected personal information from a child under 13 through our website, we will delete it.

13. Do Not Track and Global Privacy Control

Our website and Cape don't use advertising or cross-site tracking tools, and we don't sell or share personal information. Browser signals such as Do Not Track and Global Privacy Control therefore don't change how we handle your information, because there is no tracking, sale or sharing for them to stop. When our website loads fonts, Google receives your IP address and browser details, as described above.

14. Changes to this notice

We update this notice when our practices change, and the effective date at the top shows the latest version. Before a material change takes effect, we email each employer customer's administrators at least 30 days in advance.

15. California privacy statement

This section adds to the rest of this notice for California residents. It covers the personal information we decide how to use. For information an employer manages in Cape, we act as the employer's service provider, so send requests about it to your employer, as described under "If your employer uses Cape".

What we collect, where it comes from and who receives it

Category	Examples	Source	Why we use it	Who receives it
Identifiers	Name, email address, IP address, sign-in identifier	You; your employer, when it gives you access to Cape; your browser	To respond to you, provide Cape and keep it secure	Vercel, Neon, WorkOS, Resend, Sentry, Google, Wispr Flow
Professional information	Company name and size, your role in Cape	You; your employer	To respond to demo requests and run customer accounts	Neon, Resend, Google, Wispr Flow
Internet or other network activity	Pages requested, browser details, sign-in and audit records	Your browser and device	To deliver and secure the website and Cape, and to find and fix errors	Vercel, Neon, Sentry, Axiom
Audio and call information	Transcripts and notes of demo and customer calls	You, on a call	To follow up on calls and support customers	Wispr Flow

We keep each category for the periods described under "How long we keep information". We don't sell personal information or share it for cross-context behavioral advertising, including that of consumers under 16. We don't use or disclose sensitive personal information to infer characteristics about anyone.

Your rights. You can ask us to tell you what personal information we have collected about you, where it came from, why we use it and who receives it. You can also ask for a copy, and ask us to correct or delete it. We don't sell or share personal information, so there is nothing to opt out of.

How to make a request. Email info@capehr.com, as described under "Information we decide how to use". You can ask an authorized agent to make a request for you. We will ask the agent for your signed permission, and we may ask you to confirm your identity with us directly. We will not treat you differently for exercising your rights.

Direct marketing. We don't share personal information with other companies for their own direct marketing.

16. Contact us

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