Privacy Policy

Updated November 5, 2026. This policy does not retroactively create consent for a new use of information, text messages or recording.

This policy describes information handled through aimagery.com and related photography, media, scanning, modeling, ordering and support services.

1. The business responsible for your information

Ai Aerial Imagery, LLC and Aerial Imagery LLC are separate businesses using a shared website and offering the same types of services. The business named on your quote, order confirmation or invoice is responsible for your customer relationship and the information processed for that job. A shared website does not merge their billing or make every record available for unrelated work.

If you have not yet placed an order, contact bycha@aimagery.com to identify the business handling your inquiry or privacy request. We may coordinate an inquiry between the two businesses where you request it or where necessary to identify and fulfill the requested service. Neither business receives permission to use your information for unrelated marketing merely because it appears in this policy.

2. Information we collect

- Contact and ordering information: your name, business, email, telephone number, property or project address, services requested, scheduling details and correspondence.
- Property and project information: photographs, video, scans, floor plans, model files, access instructions and materials you provide for the job. Images and scans can incidentally capture personal belongings or people.
- Transaction information: invoices, payment status and transaction references. Payment processors collect the payment credentials needed for their checkout. Do not send full card details, passwords or bank credentials through chat or ordinary messages.
- Website and support information: IP address, browser and device information, pages requested, approximate location, timestamps, security logs, form submissions and chat messages.
- Visitor inquiries and analytics for a property website, where that service is included: information visitors submit, inquiry or appointment details and usage statistics.
- Phone-support information: caller number, call time, routing information and details provided during a call. Where a call is recorded or transcribed, the applicable notice and consent must be provided before that processing begins.

3. Why we use information

We use information to respond to inquiries, prepare quotes, schedule and perform work, deliver files, process invoices, provide ordered websites or reports, answer support requests, maintain business records and protect our systems. We also use relevant information to investigate an error, resolve a dispute or comply with a legal obligation.

We do not use the acceptance of service terms as permission for unrelated advertising or recurring promotional SMS. Marketing communication, when offered, requires the consent and opt-out process appropriate to that channel.

4. Providers and permitted disclosures

We use service providers for hosting and security, payment processing, file delivery, tours, communications and related operations. Depending on the service ordered, these may include Cloudflare, PayPal, Dropbox, Matterport, Zillow, and phone or AI-assistance providers such as Twilio, Vapi and ElevenLabs. A provider receives the information needed for its role, subject to applicable agreements and its published privacy terms.

We disclose project information to your authorized representatives, such as your brokerage or project team, where needed to fulfill the order. Property inquiry data is shared with the authorized client or representative for that property. We may disclose information when required by law, to protect legal rights or to address fraud or security incidents.

We do not sell or rent personal information. We do not share mobile information with third parties or affiliates for their marketing or promotional purposes. Text-message opt-in data and consent are excluded from other sharing permissions in this policy and are not shared with third parties except messaging aggregators and service providers needed to deliver and support that messaging service.

5. Cookies, security and analytics

The website and its providers may use cookies or similar technologies for security, site operation and analytics. Cloudflare provides hosting, content delivery and security services. Embedded tours, payment pages and other third-party services may collect information under their own privacy policies when you use them.

You can adjust your browser's cookie settings. Some features may not work without the technologies needed to operate them. Browser “Do Not Track” signals do not currently change the site's handling by themselves. If applicable law requires a recognized opt-out signal to be honored for a particular processing activity, that requirement applies.

6. AI-assisted chat and telephone support

Website chat and the business phone line may use automated or AI-assisted tools. Information you provide may be processed by the configured support and communication providers so we can respond or follow up. Relevant conversations or summaries may be reviewed by the business handling your request. Do not provide passwords, payment-card details or other sensitive information that is unnecessary for your inquiry.

AI-generated output can be incomplete or incorrect. Ask for human review before relying on an automated answer about pricing, contractual commitments, a technical deliverable or a safety-sensitive matter. This policy does not authorize undisclosed recording or waive any required call-recording consent.

7. SMS and Frederick's separate private program

Submitting a booking, paying an invoice or accepting service terms does not enroll you in recurring promotional SMS. A separately offered text program must disclose who sends the messages, their purpose and frequency, how to opt in and how to stop them.

Frederick is Bycha Buxton's separate private assistant program for the operator's own phone. It is not an enrollment program for customers of either business. Enrollment requires the owner to text START to +1 (628) 888-1182 and then reply Y. Frequency varies, up to 10 assistant alerts and replies per Pacific day; required enrollment, STOP and HELP replies are additional. Message and data rates may apply. Reply STOP to unsubscribe or HELP for help.

Frederick's specific SMS disclosure, SMS privacy policy and SMS terms describe that program. This business privacy policy does not change its operator, enrollment limits or account configuration.

8. Retention and safeguards

We retain information as needed to complete the agreed services, support the customer relationship, maintain required accounting and business records, resolve disputes and meet legal obligations. Retention depends on the type of information and the project agreement. Hosting duration, client-download availability and working-file retention are different matters.

We use reasonable administrative, technical and organizational safeguards. No system or transmission method is completely secure. Clients should keep their own copies of delivered files and should not include unnecessary sensitive information in project materials.

9. Requests and California privacy rights

You may ask us to identify, correct or delete information associated with your relationship with the applicable business, or explain how it has been used. Contact us using the details below and identify the business or invoice if known. We may need to verify your identity and authority before acting, and some records must be retained for legal, security or transaction purposes.

Where the California Consumer Privacy Act or another applicable law grants additional rights, those rights apply, including any applicable rights of access, correction, deletion, opt-out and nondiscrimination. This statement does not assume that every business qualifies for every law. We will handle a request within the period required by the law that applies.

10. Children and third-party sites

These services are intended for business customers and adults, not children under 13. We do not knowingly collect personal information directly from children under 13. Contact us if you believe this has occurred.

Other sites, payment processors, tour platforms and social networks have their own privacy practices. A link or embedded service does not place those independent services under our control.

11. Policy updates

We will publish an updated date when a revision is adopted. We will provide additional notice when required for a material change. A policy revision does not retroactively create consent for a new use, a text-message program or a recording.

12. Contact

For Ai Aerial Imagery, LLC or Aerial Imagery LLC, contact bycha@aimagery.com or (650) 437-7630, and identify the business named on your quote or invoice. Website: aimagery.com.