

Privacy Policy

Last Updated: February 15, 2026

1. Introduction

ShiftGen ("we," "us," or "our") provides a workforce management platform for shift-based scheduling and messaging. This Privacy Policy describes how we handle information collected via our website (<https://shiftgen.com>), our application, and our mobile applications (iOS and Android). As a B2B provider, we process data at the direction of our Customers (the employer or contracting entity).

2. Information We Collect

We collect information necessary to facilitate scheduling and workforce management:

- **Account & Profile Information:** Name, job title, and professional contact details provided by an administrator or the user.
- **Scheduling Data:** Shift assignments, availability, and preferences.
- **Mobile Information:** If you choose to provide a phone number, it is used solely for receiving notifications from ShiftGen via SMS if that is your preferred channel for communication.
- **Mobile App Data:** If you use our mobile applications, we may collect **unique device identifiers** and **push notification tokens** to ensure the delivery of real-time alerts to the mobile app.
- **Technical Data:** IP addresses and browser information used for security and platform stability.

3. How We Use Your Information

We use your data strictly to provide our services, including:

- Generating and managing work rosters.
- **Notifications:** Sending automated alerts via SMS, email, or **push notifications** regarding shift swaps, reassignment, and schedule deadlines.
- Providing technical support and maintaining platform security.

4. SMS and Mobile Messaging

ShiftGen maintains a strict policy regarding your mobile privacy.

- **Opt-In:** We only send text messages to users who have explicitly opted in via their account settings.
- **Transactional Only:** Our SMS program is strictly for workforce management. We do not send marketing or promotional content.
- **No Third-Party Sharing: No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.** This includes text messaging originator opt-in data and consent; this information will not be shared with any third parties.

5. Data Sharing

We do not sell, rent, or trade your personal information. We only share data with:

- **Sub-processors:** Trusted third-party services (like Twilio for SMS, cloud hosting providers, or notification delivery services) necessary to run our application.
- **Legal Compliance:** If required by law or to protect the safety and rights of our users.

6. Security

ShiftGen employs reasonable and appropriate administrative, technical, and physical security measures to protect your information from unauthorized access, loss, or alteration. Access to user data is restricted to authorized personnel who require it to perform their job functions.

7. Your Choices

Users can manage their communication preferences at any time:

- **SMS/Email:** Manage these within the '**Settings**' menu of the ShiftGen web application.
- **Push Notifications:** These can be toggled on or off within the settings of your mobile device (iOS/Android).

8. Contact Us

For questions regarding this policy, please reach out to us at support@shiftgen.com.