Privacy Policy and Terms of Use

Last updated 3 November 2026. This document applies to spotwisepoker.com (“Spotwise”, “we”, “us”).

The short version

- We store your email, display name and the reviews of hands you upload. Your password is never stored in readable form.
- We delete the hand history files you upload as soon as they have been analysed. We never store other players’ screen names.
- We don’t sell your data, show ads, or use tracking or analytics cookies.
- You can delete a tournament or your whole account at any time, from inside the site.
- Spotwise is a study tool for **after** you play. Never use it during a game, and check your poker site’s rules before uploading hand histories (section B4).
- Your hands are never shown to other players; Random hands practice uses our own solver library.
- You must be 18 or older, and old enough to play poker legally where you live.

A. Privacy Policy

A1. Who we are

Spotwise is an online tool for reviewing and practising poker tournament decisions, operated from Toronto, Ontario, Canada. For anything about your data, email **support@spotwisepoker.com**. We handle personal information in line with Canada’s Personal Information Protection and Electronic Documents Act (PIPEDA).

A2. What we collect

- **Account details:** your email address, the display name you choose, and your password, which is stored only as a one-way scrambled value (a “hash”) that cannot be turned back into the password.
- **Hand histories you upload:** the files are read once to produce your review and are then deleted from our server. We keep the review itself: for each hand, your cards, the board, positions, stack sizes, bet sizes, the actions taken, the tournament name, hand numbers and times, and our grading of your decisions. Opponents appear only by table position (for example “BTN”); their screen names are not stored.
- **Technical information:** our server records basic request logs (IP address, the page requested, browser type and time) to keep the site secure and working. These logs are deleted automatically after 30 days at most.
- **Cookies and browser storage:** one essential cookie keeps you signed in. Your browser also remembers small settings, such as whether amounts are shown in big blinds or chips and your practice options; these stay on your device. We use no advertising, tracking or analytics cookies.

A3. How we use it

- To run your account, analyse your hands, show your reviews and build your practice sessions.
- To send you emails you ask for, such as password-reset links. We do not send marketing emails without your consent.
- To keep the site secure: limiting repeated failed sign-ins and investigating abuse.

- To improve our solutions. When a decision in your hands falls outside our pre-solved library (for example an unusual bet size), we record the shape of that spot, with no account or player details, so it can be solved offline and added to the library.

A4. Your hands stay yours

Your hands are never shown to other players. **My mistakes** practice uses only your own hands, and the **Random hands** practice mode uses spots generated from our own solver library, not from anyone's uploads. When you delete a tournament or your account, its practice spots are removed straight away.

A5. Who we share it with

We do not sell or rent personal information. We share it only with the service providers that run Spotwise for us, and only as needed for that purpose:

- **Google Cloud** (Google LLC): hosting, storage and nightly backups, in the United States (Iowa).
- **Our email provider**: delivers password-reset and account emails; it receives your email address and the message.

We may also disclose information if the law requires it, or to protect the safety of our users or the service.

A6. Where your data is stored

Your data is stored and processed in the United States on Google Cloud. Information stored outside Canada can be subject to the laws of that country, including lawful access by its authorities.

A7. How long we keep it

- Raw hand history files: deleted as soon as they have been analysed.
- Your account and reviews: until you delete a tournament or your account.
- Backups: copies are kept for up to 7 days, so deleted data disappears from backups within about a week.
- Server logs: 30 days at most. Password-reset links stop working after 60 minutes, or as soon as they have been used.

A8. How we protect it

All traffic to the site is encrypted (HTTPS). Passwords are hashed with scrypt. Stored data and backups are encrypted at rest by Google Cloud. Changing or resetting your password signs out your other devices. No method of storing or sending data is completely secure, but we work to protect your information and will tell you if a breach puts it at real risk.

A9. Your choices and rights

- **See and correct:** your display name and email can be changed on the Account page. You can ask us for a copy of the personal information we hold about you.
- **Delete:** delete single tournaments from their page, or everything at once with Delete account on the Account page.
- **Questions or complaints:** email support@spotwisepoker.com. If you're not satisfied with our answer, you can contact the Office of the Privacy Commissioner of Canada (priv.gc.ca).

A10. Age

Spotwise is for adults only. We do not knowingly collect information from anyone under 18. If you believe a minor has created an account, email support@spotwisepoker.com and we will delete it.

A11. Changes to this policy

If we change this policy, we will update the date at the top and, for important changes, tell you on the site or by email before they take effect.

B. Terms of Use

By creating an account or using Spotwise you agree to these terms. If you don't agree, please don't use the site.

B1. Who can use Spotwise

You must be at least 18 years old and old enough to play poker legally where you live. You are responsible for keeping your password safe and for everything done with your account. One person per account.

B2. What Spotwise is, and what it isn't

- Spotwise is an **educational study tool**. It compares the decisions in your past hands with solutions from a pre-computed library, push/fold calculations and standard ranges, and lets you practise the spots you got wrong.
- Our grades are good guidance, not certainty. Section B3 explains how accurate they are and why.
- Spotwise is not gambling, financial or legal advice, and it does not promise that you will win. Play responsibly and only with money you can afford to lose. If gambling stops being fun, help is available, for example ConnexOntario (1-866-531-2600) or the Responsible Gambling Council (responsiblegambling.org).
- Spotwise is independent. It is not affiliated with, endorsed by or connected to any poker site or operator.

B3. How accurate the grades are

Grades come from a library of spots we solve in advance with a poker solver, plus push/fold maths and standard opening ranges. Please keep these limits in mind:

- **The library covers specific situations,** not every possible hand: certain position match-ups, stack depths (currently about 25 to 65 big blinds, with more being added), types of flop, and a set of bet sizes. When your hand doesn't match a stored spot exactly, we use the closest one: the nearest board, stack depth and bet size.
- **Solver answers have a small error built in.** Each spot is solved to within about 1% of perfect play, not to perfection.
- **Ranges are estimates** of how players in that position usually play, not how your particular opponent played. Against opponents who play very differently, a different play can be as good as, or better than, the one we suggest.
- **Some decisions can't be graded yet.** Spots we haven't solved are marked as being solved and added to our queue.
- **It keeps improving.** We keep solving new spots, bet sizes and stack depths, so coverage and accuracy grow as the library grows.

B4. Poker sites' rules: please read

Every poker site has its own rules about study tools and hand histories, and several sites tightened these rules during 2026. When we reviewed the published policies of major sites in November 2026,

they fell into these groups:

- **Real-time assistance is banned everywhere.** Using any tool, chart or solver for help while you are playing breaks the rules of every major site and can lead to a permanent ban and loss of funds. Spotwise must **only** be used after you have finished playing. Close the poker client before you study.
- **Some sites ban third-party software running alongside their client.** Spotwise is a website. It does not install anything on your computer, connect to any poker client or read data from it; you upload files yourself.
- **Some sites restrict what you may do with hand histories.** Certain sites allow hand histories to be used only to track your own play, or prohibit importing them into third-party tools, sharing them with others, or adding them to pooled or shared databases. Uploading hand histories from such a site to Spotwise may be against that site's rules.
- **Other sites allow post-session study tools,** such as hand reviewers and training sites, as long as they are not used during play.

Your responsibility: before uploading hand histories, check the current rules of the site they came from, as they change from time to time. Do not upload hand histories that your site does not allow you to share or import into third-party tools. If you are unsure, ask your site's support team first. You alone are responsible for complying with your poker site's terms; Spotwise is not responsible for any action a site takes against your account.

B5. Your uploads

- Upload only **your own** hand histories, from games you played yourself, that you are allowed to use this way.
- You keep ownership of your hand histories. You give us permission to store and analyse them only to provide the service to you. We never show them to other players (section A4).
- Don't upload anything that isn't a hand history, or anything unlawful or harmful.

B6. Acceptable use

Don't: use Spotwise during play; access it with bots, scrapers or other automated tools; collect other players' spots or data in bulk; try to break, overload or get around its security; use someone else's account; or resell or copy the service, its solutions or its library. We may suspend or close accounts that break these terms.

B7. The service

Spotwise is free during early access. We may add, change or remove features, and may introduce paid plans in the future; we will tell you before anything you use starts to cost money. We aim to keep the site available but cannot promise it will always be uninterrupted or error-free.

B8. Our content

The site, its design, its software and its solution library belong to Spotwise. You may use them for your own personal study only.

B9. Limits on our responsibility

Spotwise is provided "as is". To the extent the law allows, we are not liable for gambling losses, for decisions you make based on our grades, for actions a poker site takes against your account, or for indirect or consequential losses. Nothing in these terms limits rights you have under consumer

protection laws that cannot be excluded.

B10. Ending your use

You can stop using Spotwise and delete your account at any time. We may suspend or end accounts that break these terms, or stop offering the service with reasonable notice.

B11. Law

These terms are governed by the laws of the Province of Ontario and the federal laws of Canada that apply there.

B12. Contact

Questions about these terms or your data: **support@spotwisepoker.com**.