Privacy Policy

Last updated: November 2026

Solvera Recovery LLC (“Solvera,” “we,” “us”) respects your privacy. This is the short version of how we handle information submitted through this website and in our work. The full policy is available to download at the bottom.

Who we are. Solvera is a business-to-business commercial collection and recovery agency. We act for our clients on business accounts, and we do not collect consumer accounts.

Information we collect. What you give us through our forms, client portal, payment page, calls and emails, such as your name, business name, email, phone number, documents and messages. We also collect basic technical data, such as your browser type, IP address and pages visited.

Information on files. When a client places a file with us, we also handle the contract, account records and contact details for the merchant, its owners and guarantors. We may run searches, such as skip tracing and public-record searches, to locate people and assets.

Credit reports. We may obtain a credit report on a guarantor who is personally liable on an account, but only where the law permits.

How we use it. To respond to you, do the work our clients engage us for, process payments, remit funds to our clients, communicate with you about accounts, and run and improve this website.

Sharing. We do not sell your information. We share it only with the client on the file, service providers (such as payment processors and hosting providers), outside attorneys, our affiliates, a business successor, and authorities where the law requires.

Calls and texts. If you give us your number, we may call or text you about an account, a payment or your inquiry, including by automated means where the law allows. We send marketing calls and texts only if you check the consent box on a form, and consent is never required to use our services. Reply STOP to end texts at any time. We may record calls and will tell you if we do.

Payments. Third-party processors handle payments. We do not store full card numbers.

Cookies. This website uses cookies and similar tools to run and improve the site. You can turn them off in your browser settings.

Security. We use reasonable safeguards, but no system is completely secure. If a breach affects you, we will notify you as the law requires.

How long we keep it. Only as long as reasonably needed for business, contractual and legal purposes.

Your choices. You may ask to see, correct or delete your information, or to stop marketing, subject to our legal and contractual duties. We may need to verify your identity first.

Children. This website is for businesses and is not intended for anyone under 18.

Changes. We may update this policy. The current version will always be posted here.

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