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Welcome to the MsgMe's Privacy Policy! MsgMe (the "Software", "App" or "Service") is operated by MSGME Limited ("we" or "us"), we respect your privacy and have developed this Privacy Policy to demonstrate our commitment to protecting your privacy.

1. What This Privacy Policy Covers

1. This Privacy Policy explains how we collect, store, protect, and share your information, and with whom we share it. Please read this Privacy Policy carefully before using the Software. By downloading and installing our App, you agree that we can collect, transfer, store, disclose and use your information as described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use the Service.
2. This Privacy Policy applies only to information we collect in our App and in e-mail, text, and other electronic communications sent through or in connection with our App. This Privacy Policy DOES NOT apply to information that we collect offline, information collected in other apps or websites (including third party websites you may access through the App), or information collected by any third party. These third parties may have their own privacy policies, which we encourage you to read before providing information on or through them.

2. User Age Restriction

Although we want as many people as possible to enjoy the Service, you have to be at least 18 years old or reach the statutory minimum age according to the law and regulation in your country, in order to use the App.

We do not knowingly collect any information about or market to children, minors or anyone under the statutory minimum age. If you are less than 18 years old or the statutory minimum age in your country, we request that you do not submit information to us. If we become aware that a child, minor or anyone under the statutory minimum age has registered with us and provided us with personal information, we will take steps to terminate that person's registration and terminate their Accounts from the App.

3. Information We Process and Purposes of Processing Your Information

Information that you submit to the Software

1. **Registration Information**
To create an account ("Account") and use our features, you may volunteer to provide certain information ("Registration Information") about you to the Software, such as:
 - Username / Display Name
 - Gender identity
 - Date of birth (stored as a timestamp)
 - Preferences and interests
 - Personal introduction and bio
 - Height, languages spoken
 - Profile photos and videos (multiple supported)

2. **Email**

We collect your email address for account authentication, verification, and communication. This helps prevent fake accounts, fraud, and spam. You can also use your email to log into the Software.

3. **Geolocation Information**

If you enable location features, we collect precise and coarse location data (e.g., GPS coordinates, Wi-Fi access points) to provide location-based features and match suggestions.

4. **Permissions to Access Camera, Microphone, and Photo Album**

You may grant permission for:

- Camera and photo album: to upload profile pictures, send photos, or set avatars.
- Microphone and camera: to use video or voice communication features.

5. **Permission to Access Storage**

You may grant permission to store or cache data (e.g., profile images) locally on your device.

6. **Support-Related Information**

If you contact us via the support section or email, we may collect your email address and other information you voluntarily submit.

7. **Chat Messages and Metadata**

- We store all messages with timestamps.
- We store chat metadata including chat status, participants, and costs.

Information that is processed automatically

1. **Identifiers**

We may collect device IDs, push notification tokens, anonymous user identifiers, IP addresses, MAC addresses, device configuration, and advertising IDs.

2. **Usage Data**

We collect interaction data, such as the features you use, session length, and engagement metrics.

3. **Purchases and Payment Data**

We collect subscription and purchase history. Payment information is processed via third-party services (Apple, Google, RevenueCat) and not stored by us.

4. **Diagnostics**

We collect crash logs, performance data, and error reports via services like Firebase Analytics and DataDog.

5. **Photos and Videos Review**

Photos and videos you upload are scanned by automated systems to detect illegal or objectionable content before publishing.

Use of your information

We may use your information to:

- a. Provide and improve our services and features;
- b. Personalize your experience;

- c. Process payments and subscriptions;
- d. Resolve disputes;
- e. Detect, prevent, and address fraud or illegal activity;
- f. Ensure compliance with our Terms of Service.

4. Disclosure of Your Information

We will not disclose your personal information, except in the following circumstances:

1. **Your Consent** – By creating a profile, you consent to display selected information to other users.
2. **Service Providers** – We may share information with trusted third-party providers, such as:
 - **RevenueCat** – Subscription and purchase data processing
 - **Google Maps** – Location services and geocoding
 - **Expo Push Notifications** – Push delivery
 - **DataDog** – Performance monitoring
 - **SendGrid** – Email delivery
 - **Firebase** – Authentication, analytics, storage, and crash reporting
3. **Required by Law** – We may disclose data to law enforcement or regulatory bodies if required.
4. **Business Transfers** – In case of merger, acquisition, or asset sale, your data may be transferred as part of that transaction.

5. Modifying Your Registration Information

You may access or update your Registration Information via the App. When your Account is deactivated, we take reasonable measures to remove your profile from public view. However, copies of your information may still exist in backups or may be retained by other users or third parties.

6. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available in the App. Continued use of the App after changes constitutes acceptance of the new terms.

7. Security

We use commercially reasonable measures, including secure servers, encryption, and firewalls, to protect your information. However, no method of transmission over the Internet is 100% secure, and we cannot guarantee absolute security.

8. Transfer of Data Outside Your Territory

We may transfer your data to servers located outside your country, including outside the EEA, subject to applicable data protection laws. By using the App, you consent to such transfers.

9. How Long We Use Your Personal Data

We retain your data for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce agreements. You may request deletion of your personal data at any time.

10. Your Data Rights

You have the right to:

- Access, correct, or delete your personal data
 - Request restriction or object to processing
 - Request a copy of your data in digital format
- To exercise your rights, contact us at **info@msg-me.org**.