

MIO APP - PRIVACY POLICY

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Effective Date: April 12, 2025

1. INTRODUCTION

Welcome to Mio ("we," "our," "us"), an application designed to connect anime and K-drama enthusiasts based on shared interests. This Privacy Policy is designed to help you understand how we collect, use, disclose, and safeguard your personal information in compliance with the Digital Security Act 2018, the Information and Communication Technology Act 2006 (as amended), and other applicable laws of Bangladesh.

By downloading, installing, or using the Mio app, you consent to the practices described in this Privacy Policy. If you disagree with this Privacy Policy, please do not use our application.

2. INFORMATION WE COLLECT

2.1 Information You Provide Directly

When you use our Mio app, we collect the following information that you provide voluntarily:

- **Account Information:** Email address, username, and password required to create and secure your account
- **Profile Information:** Optional display name and profile picture
- **Content Lists:** Your selected favorite anime and K-drama titles (limited to 10 entries)
- **Communications:** Messages exchanged with your matches through our platform
- **Feedback and Support:** Information provided when you contact us for support or provide feedback

2.2 Information Collected Automatically

When you use our app, our systems automatically collect:

- **Device Information:** Type of mobile device, operating system version, device identifiers (such as IMEI, Android ID, or Advertising ID)
- **App Usage Data:** How you interact with the app, features you use, time spent in different sections

- Push-notification token (FCM device token) — used to deliver notifications you opt into.
- Log Information: App errors, crash reports, timestamps, and performance metrics
- IP Address: Used to determine country-level location for service optimization
- Firebase Analytics Data: Non-personally identifiable information about app usage, performance, and user demographics

2.3 Camera and Gallery Permissions

To help you personalize your profile, the Mio app requests access to your device's **camera and photo gallery**. This access is used **solely to allow you to upload a profile picture**. You may take a new photo using your device's camera or select one from your gallery.

We do **not access, store, or use any other photos or media** from your device beyond the specific image you upload. These permissions are **not used for background collection**, facial recognition, or other personal uses.

Access to your camera and gallery will only occur with your explicit consent when you attempt to upload a profile picture.

3. HOW WE USE YOUR INFORMATION

We use your information for the following specific purposes:

- Provide Core Services: To operate our matching service by identifying users with at least three common anime or K-drama titles in their favorites lists
- Account Management: To create and maintain your account
- Communications: To enable messaging between matched users
- Service Improvement: To analyze usage patterns, troubleshoot issues, and improve the app experience
- Security: To detect and prevent fraudulent activity, unauthorized access, and other potential security issues
- Updates and Notices: To send service-related announcements and important updates
- Support: To respond to your inquiries and resolve technical issues
- Legal Compliance: To comply with applicable laws and regulations in Bangladesh
- To send push notifications via Firebase Cloud Messaging.

4. LEGAL BASIS FOR PROCESSING

Under Bangladesh's laws, we process your information on the following legal grounds:

- **Consent:** When you agree to this Privacy Policy and provide information voluntarily
- **Contractual Necessity:** To fulfill our obligations to provide the services you request
- **Legitimate Interests:** To improve our services, ensure security, and conduct business operations
- **Legal Obligations:** To comply with applicable laws and regulations in Bangladesh

5. DATA STORAGE AND SECURITY

5.1 Data Storage

Your information is stored on Google Firebase servers, which employ industry-standard security measures. While Firebase servers may be located outside Bangladesh, we ensure that all data transfers comply with applicable laws.

5.2 Data Security Measures

We implement appropriate technical and organizational security measures including:

- Secure authentication procedures
- Regular security assessments
- Access controls and authorization restrictions
- Secure data backup procedures
- Monitoring for unauthorized access attempts

5.3 Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy and to comply with legal obligations. If you delete your account, we will delete or anonymize your personal information within 30 days, except for information we must keep for legitimate business or legal purposes.

6. INFORMATION SHARING AND DISCLOSURE

6.1 Information Visible to Other Users

- Your username and profile picture (if provided) are visible to other users

- Your anime/K-drama list is viewable by potential matches
- Message content is only visible to you and the users you have matched with
- Your email address is never shared with other users

6.2 Third-Party Service Providers

We share information with trusted service providers who help us deliver our services:

- Google Firebase (hosting, database, and analytics)
- Customer support tools and services
- Email service providers for notifications
- Firebase Cloud Messaging (push notification delivery)

These providers are contractually obligated to protect your information and may only use it to provide services to us.

6.3 Legal Requirements

We may disclose information when:

- Required by applicable laws and regulations in Bangladesh
- In response to valid legal processes such as court orders or warrants
- Necessary to protect our rights, privacy, safety, or property, as well as that of our users or the public

7. YOUR RIGHTS AND CHOICES

By Bangladesh's laws, you have the following rights:

- Access: Request information about what personal data we hold about you
- Correction: Update or correct inaccurate information
- Deletion: Request deletion of your account and associated data
- Withdrawal of Consent: Opt out of specific data uses where consent is the basis
- Data Export: Request a copy of your data in a structured format
- Objection: Object to certain types of processing

To exercise these rights, you can:

- Use the relevant features within the app
- Contact us at mio.app2025@gmail.com

We will respond to your request within 30 days.

8. ACCOUNT DELETION

You have the right to delete your account at any time. To delete your account:

1. Go to Edit profile within the app
2. Select the "Delete My Account" option
3. Confirm your decision by typing the word "DELETE"
4. Receive a confirmation email once the deletion is complete

When you delete your account:

- All your personal information will be removed from our active databases within 30 days
- Your profile, favorite lists, and messages will be permanently deleted
- Information required for legal compliance may be retained in an anonymized form
- Copies of some information may remain in our backup systems for a limited time but will not be accessible to other users

If you cannot access your account but wish to delete it, please contact us at mio.app2025@gmail.com with your request.

9. USER REPORTING SYSTEM

9.1 Reporting Process

You can report users who violate our Terms and Conditions or engage in inappropriate behavior:

1. Navigate to the user's inbox
2. Select the "Report" option
3. Add a detailed description of the issue (required)
4. Submit your report

9.2 Report Handling

- All reports are reviewed by our team members
- We may contact you for additional information if needed
- Reports are handled confidentially
- Action will be taken according to the severity of the violation
- You may receive a notification in your email when your report has been processed

9.3 Content Restrictions

- Reports should consist of text descriptions only
- Any attempt to misuse the reporting system may result in account suspension

10. CHILDREN'S PRIVACY

Mio is not intended for children under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that we have collected personal information from a child under 18, we will immediately delete such information from our servers.

11. INTERNATIONAL DATA TRANSFERS

As we use Google Firebase, your information may be transferred to and processed in countries outside Bangladesh. These countries may have different data protection laws. When we transfer your information internationally, we take appropriate safeguards to ensure your data remains protected in compliance with Bangladesh's laws, including:

- Using service providers with appropriate data protection measures
- Implementing contractual safeguards
- Following legally approved transfer mechanisms

12. CHANGES TO THIS POLICY

We may update this Privacy Policy occasionally to reflect changes in our practices or for legal, operational, or regulatory reasons. We will notify you of any material changes through the app or via email at least 7 days before they become effective. Your continued use of Mio after such changes constitutes your acceptance of the updated policy.

13. COMPLIANCE WITH BANGLADESH LAWS

This Privacy Policy is designed to comply with the Digital Security Act 2018, the Information and Communication Technology Act 2006 (as amended), and other applicable data protection provisions under Bangladeshi law. We are committed to respecting the digital rights of our users as established under these laws.

14. CONTACT INFORMATION

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

Email: mio.app2025@gmail.com

Physical Address: Mirpur 13, Dhaka 1216, Bangladesh

App Support: Through the "Help & Support" section in the Mio app

13. DISPUTE RESOLUTION

Any disputes arising under this Privacy Policy shall be governed by the laws of Bangladesh and subject to the exclusive jurisdiction of the courts in Bangladesh.

Last Updated: MAY 24, 2025