

Privacy Policy

Effective Date: September 22, 2026

App Name: NeroveyaTV

Contact Email: hollinmiao@gmail.com

1. Scope and Introduction

This Privacy Policy explains how information is collected, used, disclosed, retained, and protected when you use NeroveyaTV (the “App”) and related services. It also explains the choices and privacy rights that may be available to you.

The information we process depends on the features you use, your settings, your device, and the services available in your region. Where applicable law requires a separate notice or consent for a particular activity, we will provide that notice or request that consent at the relevant time. This Policy does not replace any permission or consent required within the App or by your device.

2. Information You Provide

When you create or manage an account, we may process information such as your email address or other sign-in identifier, internal account identifier, authentication information, display name, profile image, profile details, account status, and settings. We use this information to create and authenticate your account, maintain your profile, synchronize eligible features, and protect the account from unauthorized access.

When you contact support, submit feedback, report content or another user, appeal a moderation decision, request account deletion, or exercise a privacy right, we may receive your contact details, message, attachments, relevant account or transaction information, and our response history. Please provide only information relevant to the request and do not send passwords, verification codes, complete payment-card details, or unnecessary identity documents.

If an external sign-in option is available and you choose to use it, we may receive the identifier and limited profile information that the provider and your settings authorize. The external provider controls its own service and privacy practices.

3. Viewing and Feature Activity

When you use applicable features, we may process titles and pages browsed, search queries, playback selections, viewing history, playback position and duration, favorites, watchlists, language and subtitle preferences, download or offline-viewing status,

recommendations viewed, membership interactions, virtual-credit activity, short-drama unlocks, and other feature interactions.

We use this information to deliver and resume playback, save your choices, synchronize eligible features, provide relevant content and recommendations, verify access to digital content, troubleshoot problems, and improve the service. Files downloaded or cached on your device may remain on that device until you remove them through the App or device settings.

If community features are available and you use them, we may process posts, comments, ratings, replies, reactions, profile information shown with contributions, reports, moderation actions, restrictions, and appeals. Information you choose to post publicly may be viewed, copied, or reshared by other users. We use community information to provide the interaction, review reports, enforce applicable rules, investigate harmful activity, and protect users and rights holders.

4. Device, Network, and Diagnostic Information

We may automatically process technical information reasonably needed to operate, secure, and improve the App, such as device type and model, operating-system and App versions, language and time-zone settings, network type, IP address, App-instance or device identifiers, session and login events, crash reports, playback errors, buffering information, and other diagnostic or security logs.

IP addresses may indicate an approximate country or region. We do not treat this as precise location. If a feature requires access to precise location, media, notifications, or another device permission, the relevant permission and any required notice will be presented through the App or device controls before access.

5. Purchases, Memberships, and Digital Benefits

If you make a purchase or use paid features, the applicable app marketplace or payment provider processes your payment credentials under its own terms and privacy notice. We may receive limited transaction information needed to verify and support the purchase, such as an order or purchase identifier, product identifier, transaction status, price and currency, country or region, purchase time, subscription or membership status, renewal or expiration information, refund or chargeback status, and fraud signals.

We do not need your complete payment-card number or bank-account credentials to verify an app-marketplace transaction. We use limited transaction records to deliver memberships, virtual credits, short-drama unlocks, or other digital benefits; prevent duplicate delivery and fraud; reconcile purchases; respond to support requests; and meet accounting or legal obligations.

6. How We Use Information

We may use information to:

- provide, operate, maintain, and improve the App;
- create, authenticate, secure, and administer accounts;
- deliver video playback and eligible downloads and synchronize playback progress;
- save preferences, favorites, watchlists, and other eligible account settings;
- personalize content and recommendations;
- verify purchases, memberships, credits, and content unlocks;
- operate applicable community features and enforce community rules;
- respond to support, privacy, deletion, complaint, and appeal requests;
- diagnose crashes, buffering, compatibility, and performance issues;
- detect fraud, abuse, unauthorized access, and security incidents;
- send essential account, transaction, security, and service notices;
- protect users, the service, and intellectual-property or other legal rights; and
- comply with binding legal obligations and establish, exercise, or defend legal claims.

We do not use information for a materially different purpose without providing any notice or choice required by applicable law.

7. Analytics and Advertising

Where analytics or advertising features are used, we and providers acting for us may process limited App events, device or App identifiers, approximate region, diagnostic information, and interactions with content or advertisements to measure service performance, understand feature use, prevent invalid activity, limit repetition, and provide or measure advertising.

The availability of personalized advertising and related choices depends on your region, age eligibility, consent status, device settings, and the services actually enabled in the App. You may use controls presented in the App or your Android device settings where available. We do not name a particular advertising or analytics provider here because providers and feature availability may change; relevant in-context disclosures and store disclosures should identify current practices where required.

8. When Information May Be Disclosed

We may disclose limited information to service providers that support functions such as hosting, content delivery, authentication, customer support, analytics, crash diagnostics, security, fraud prevention, moderation, purchase verification, and communications. They may process information only for the service they provide to us, subject to applicable contractual and legal obligations.

Transaction information may be exchanged with the applicable app marketplace or payment provider to process or verify purchases, manage entitlements, handle refunds or chargebacks, prevent fraud, and provide support.

We may also disclose information when you direct us or provide valid consent; when reasonably necessary to comply with law, legal process, or an enforceable governmental request; to protect users, the public, the service, or legal rights; or as part of a merger, financing, reorganization, sale of assets, or similar transaction, subject to applicable law and continuing privacy obligations.

We do not sell personal information for monetary consideration. If applicable law treats particular advertising disclosures as a “sale” or “sharing,” we will provide any notice and opt-out method required for that activity.

9. Retention and Deletion

We retain information only for as long as reasonably necessary for the purposes described in this Policy. The period varies according to the nature and sensitivity of the information, the duration of the account or service relationship, operational and security needs, pending transactions or disputes, fraud-prevention needs, and legal, accounting, or regulatory obligations.

Account and profile information may be retained while the account is active. Viewing, recommendation, diagnostic, community, support, and transaction records may be kept for different periods according to their purpose. When information is no longer needed, we delete it, irreversibly anonymize it, or securely isolate it until deletion is possible. Limited copies may remain temporarily in protected backups and may be retained where lawfully required for transactions, fraud prevention, safety, disputes, or legal claims.

You may request deletion of your account or eligible personal information through an account-deletion option made available in the App. If you cannot access the App or need assistance, contact hollinmiao@gmail.com. Uninstalling the App or signing out does not delete your account, and deleting an account does not automatically cancel a subscription billed by an external marketplace. See the Account Deletion Policy for further details.

10. Security

We use reasonable administrative, technical, and organizational measures designed to protect information against unauthorized access, loss, misuse, alteration, and disclosure. Measures may include access restrictions, authentication controls, protected transmission, monitoring, and data minimization, as appropriate to the information and risk.

No electronic storage or transmission method is completely secure. You should protect your device and account credentials and contact hollinmiao@gmail.com if you suspect unauthorized access.

11. Your Choices and Rights

Depending on applicable law, you may have rights to request access to, correction of, deletion of, or a copy of eligible personal information; object to or restrict certain processing;

withdraw consent where processing relies on consent; appeal a privacy decision; or complain to a competent data-protection authority.

To exercise an applicable right, contact hollinmiao@gmail.com and describe the request and relevant account. We may request limited information reasonably necessary to verify your identity, protect the account, and confirm an authorized representative's authority. We may retain a limited record of the request and response for security and compliance.

You may manage device permissions and optional notifications through the App or Android settings where those controls are available. Withdrawal of consent does not affect processing already completed before withdrawal and may prevent features that require the relevant information from working.

12. Children's Information

The App is not directed to children below the minimum age permitted by applicable law. We do not knowingly process a child's personal information contrary to applicable requirements. If a parent or guardian believes that a child provided information without legally valid authorization, they may contact hollinmiao@gmail.com. We may request limited information to locate the relevant account and verify the requester's authority, and will take appropriate action where required.

13. International Processing

Information may be processed in countries or regions other than the one where you use the App, and local privacy laws may differ. Where applicable law requires safeguards for an international transfer, we use an appropriate lawful mechanism and reasonable contractual, organizational, or technical protections. If consent is legally required for a transfer, we will request it separately.

14. Third-Party Services and Links

The App may contain links to or integrations with services we do not operate. Those third parties control their own services and process information according to their own privacy notices and terms. This Policy does not apply to information you provide directly to an independent third party.

15. Changes and Contact

We may update this Policy when App functions, information practices, service providers, security needs, or legal requirements change. The revised version will display a new effective date, and we will provide any additional notice required for a material change.

For privacy questions, requests, or concerns regarding NeroveyaTV, contact hollinmiao@gmail.com.

