



Privacy Policy

1. Introduction

Welcome to **ViralAI** (“the App”, “we”, “our”, or “us”).

This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our mobile application, website, or related services (collectively, the “Service”).

By using the App, you agree to the terms described in this Privacy Policy and our [Terms of Service](#). If you do not agree, please do not use the Service.

2. Information We Collect

We collect the following categories of data to operate and improve our Service:

(1) Information You Provide

- **Uploaded Media** – videos or images you upload for processing within the App.
- **Optional Information** – prompts, text descriptions, or preferences you provide for content generation.
- **Contact Information** – if you reach out via email or feedback form.

(2) Automatically Collected Data

- **Device Identifiers** – a unique device ID (UUID) to manage app usage and generate tasks.
- **Usage Data** – logs of app features you use, crash reports, timestamps, and performance metrics.
- **Subscription / Purchase Data** – subscription status, renewal dates, and anonymized payment confirmation (handled by Apple).

(3) Third-Party Services

We may use trusted third-party providers (e.g., analytics or AI API vendors) solely for the purpose of providing or improving the Service.

No personally identifiable data is sold or shared with third parties for advertising purposes.

3. How We Use Your Information

We use collected information to:

- Provide and operate the core functionality of the App;
- Process your uploaded videos or images via secure AI models;
- Manage subscriptions, purchases, and account access;
- Improve product performance, stability, and user experience;
- Communicate updates, changes, or promotional information (if you consent);
- Detect, prevent, and address technical or security issues.

4. Data Storage and Retention

- Uploaded content (videos, images) is stored **temporarily** on secure servers only for processing purposes, and deleted automatically after generation is completed.
- Task metadata (timestamps, device ID, generation results) may be retained for analytics and troubleshooting.
- We retain minimal information necessary to comply with legal, accounting, or reporting obligations.

All data is stored using secure industry-standard encryption and transmission protocols (HTTPS / TLS).

5. Data Sharing and Disclosure

We **do not sell** your personal data.

We may share limited information only in the following situations:

- **With service providers** who process data on our behalf (e.g., cloud hosting, analytics);
- **To comply with law**, legal process, or governmental request;

- **To protect rights and safety**, including preventing fraud or system abuse;
 - **In case of business transfer**, such as merger or acquisition, subject to continued privacy protection.
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6. Your Rights and Choices

Depending on your location, you may have rights to:

- Access, update, or delete your personal data;
- Withdraw consent where applicable;
- Request a copy of stored data;
- Restrict or object to certain data processing activities.

You can contact us at support@cloneviralai.video to make such requests.

We will verify identity before fulfilling data requests in accordance with applicable privacy laws (e.g., GDPR / CCPA).

7. Children's Privacy

Our Service is **not intended for children under 13 years of age**, and we do not knowingly collect data from minors.

If you are a parent or guardian and believe your child has provided us with information, please contact us at support@cloneviralai.video, and we will promptly delete such data.

8. Security Measures

We implement technical and organizational safeguards to protect user data, including:

- Encrypted communication (HTTPS / TLS)
- Access controls and authentication
- Data anonymization where applicable
- Regular system monitoring and security reviews

However, no system is completely secure, and we cannot guarantee absolute data security.

9. Third-Party Links and Services

The App may include links to third-party websites or services (e.g., Apple App Store, TikTok, Instagram).

We are not responsible for the privacy practices of these external sites. Please review their respective privacy policies before sharing personal data.

Apple's terms and conditions apply to all purchases and subscriptions made via the App Store:

 <https://www.apple.com/legal/internet-services/itunes/dev/mintterms/>

10. International Data Transfers

If you are located outside the United States, please note that your data may be transferred and processed in the United States or other countries where our servers or service providers are located.

We take reasonable measures to ensure your data is handled with an adequate level of protection.

11. Changes to This Policy

We may update this Privacy Policy from time to time.

Material changes will be announced in the App or on our website. Continued use after updates constitutes acceptance of the revised policy.

12. Contact Us

If you have questions, concerns, or data-related requests, please contact us at:

 support@cloneviralai.video