

Privacy Policy Shaghai Expat Guide

Last Updated: March 26, 2026

1. Introduction

Welcome to Shanghai Expat Guide ("we," "us," or "our"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application ("App"). Please read this policy carefully. By using the App, you agree to the collection and use of information in accordance with this policy.

2. Information We Collect

Information You Provide:

- Account information (if applicable), such as name and email address
- User preferences and saved content within the App
- Feedback, support requests, or communications you send to us

Information Collected Automatically:

- Device information (device model, operating system version, unique device identifiers)
- Usage data (features accessed, time spent in the App, interaction patterns)
- Crash reports and performance data
- IP address and approximate location (city-level)

Subscription Information:

- Purchase history related to your subscription (monthly at \$4.99/month or annual at \$29.99/year)
- Subscription status and renewal dates
- Payment processing is handled entirely by Apple through the App Store. We do not collect, store, or have access to your credit card number, bank account details, or other financial information.

3. How We Use Your Information

We use the information we collect to:

- Provide, maintain, and improve the App and its features
- Process and manage your subscription
- Personalize your experience and deliver relevant content
- Analyze usage trends to improve the App
- Respond to your requests, comments, or questions
- Send you technical notices, updates, and administrative messages
- Detect, prevent, and address technical issues or fraud

4. Sharing of Information

We do not sell your personal information. We may share your information with:

- **Service Providers:** Third-party vendors who assist us in operating the App (e.g., RevenueCat for subscription management, analytics providers). These providers are contractually obligated to protect your information.
- **Legal Requirements:** If required by law, regulation, legal process, or governmental request.
- **Business Transfers:** In connection with a merger, acquisition, or sale of all or a portion of our assets.

5. Third-Party Services

The App uses the following third-party services that may collect information:

- Apple App Store: For processing in-app purchases and subscriptions
- RevenueCat: For subscription management and analytics
- Analytics providers: For understanding App usage and improving performance

Each third-party service operates under its own privacy policy. We encourage you to review their respective policies.

6. Data Retention

We retain your information for as long as your account is active or as needed to provide you services. We will also retain information as necessary to comply with legal obligations, resolve disputes, and enforce our agreements.

7. Data Security

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

8. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information
- Opt out of certain data collection or processing
- Export your data in a portable format

To exercise any of these rights, please contact us at the email address provided below.

9. Children's Privacy

The App is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected information from a child under 13, we will take steps to delete that information promptly.

10. International Users

If you are accessing the App from outside the country where our servers are located, please be aware that your information may be transferred to, stored, and processed in a different jurisdiction. By using the App, you consent to the transfer of your information to such jurisdictions.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy within the App and updating the "Last Updated" date. You are advised to review this Privacy Policy periodically for any changes. Continued use of the App after changes are posted constitutes your acceptance of the revised policy.

12. Subscriptions

The App offers auto-renewable subscriptions:

- Monthly Subscription: \$4.99 per month
- Annual Subscription: \$29.99 per year

Subscriptions are billed through your Apple ID account. Payment is charged at confirmation of purchase. Subscriptions automatically renew unless auto-renew is turned off at least 24 hours before the end of the current period. You can manage and cancel your subscriptions by going to your Account Settings on the App Store after purchase.

13. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

Email: carbontrackapp2025@gmail.com