

City Friends Privacy Policy

1. Introduction

City Friends is a mobile app that helps people meet others while traveling or in their home city through shared trips, activities, map-based discovery, and chat.

This Privacy Policy explains what information we collect, how we use it, who we share it with, and the choices you have.

By creating an account or using City Friends, you agree to the collection and use of information as described in this policy. If you don't agree, please don't use the app.

You must be **18 or older** to use City Friends. See Section 9 (Children's Privacy).

2. Information We Collect

Account information

Name, date of birth, gender, email address or phone number, and authentication data from Sign in with Apple, Google, or phone/SMS verification.

Profile information

Profile photos, bio, interests, home city, current city, languages, and optional social media handles (such as Instagram) you choose to add.

Verification data

If you choose to verify your profile, we collect a selfie photo and, depending on the verification method, a government ID image.

This information is sent to our verification vendor, [Persona / Veriff / Jumio – REVIEW: name your actual vendor once selected], to confirm your identity.

This information may be treated as biometric data under some laws. See Sections 6 and 8.

Location information

With your permission, we collect your device's location to show nearby travelers, locals, and activities and to calculate approximate distance to other users.

You control location precision in **Settings** → **Privacy** (exact, approximate, or city-only). Other users never see your exact GPS coordinates — only an approximate distance or your city.

Trips and activities

We collect destinations and dates you add as Trips, as well as information about Activities you create, join, or attend.

Content you create

We collect messages, photos, and other content you send in chats or post to activities.

Payment information

If you subscribe to City Friends Plus, payment is processed by Apple through the App Store.

We do not receive or store your full payment card details. Apple shares with us only the information needed to manage your subscription, such as subscription status and renewal date.

Device and usage information

We may automatically collect device identifiers, IP address, app version, crash logs, and information about how you interact with the app for analytics, security, and reliability purposes.

Communications

If you contact support, we keep a record of that correspondence.

3. How We Use Information

We use the information described above to:

- Create and maintain your account and profile
- Show you nearby people, trending destinations, and personalized activity suggestions
- Calculate trip-date overlaps with other travelers
- Enable messaging between users
- Verify your identity if you opt in to verification
- Process City Friends Plus subscription payments through Apple
- Detect, investigate, and prevent fraud, abuse, harassment, and violations of our [Terms of Service](#) and [Community Guidelines](#)
- Send notifications you've opted into, including messages, activity updates, trip overlaps, suggestions, and verification status
- Improve and troubleshoot the app
- Comply with legal obligations

We do **not** sell your personal information to third parties for their own advertising purposes.

4. How We Share Information

With other users

Your profile, photos, bio, interests, and trip/activity information are visible to other users according to your privacy settings.

Messages are visible to the people participating in that conversation.

With service providers

We share information with vendors that help us operate City Friends, under contracts that limit their use of your information to providing services to us. These may include:

- Cloud hosting and database providers
- Our selfie/ID verification vendor described in Section 2
- Push notification providers
- Analytics and crash-reporting providers
- Apple, for App Store purchases and Sign in with Apple

For legal reasons

We may disclose information if required by law or legal process, or when reasonably necessary to protect the rights, property, or safety of City Friends, our users, or the public, including in response to a safety report.

Business transfers

If City Friends is involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of assets, your information may be transferred as part of that transaction.

We'll notify you before your personal information becomes subject to a materially different privacy policy where required by applicable law.

5. Your Choices & Rights

- **Access and edit:** You can access and edit most of your profile information at any time in the app.
- **Location precision:** Choose exact, approximate, or city-only visibility in **Settings** → **Privacy**.
- **Who can message you:** Choose whether messages can come from everyone, only people who share an activity or trip with you, or verified profiles only.
- **Notifications:** Turn notification categories on or off and set quiet hours in **Settings** → **Notifications**.
- **Block and report:** You can block and report users, activities, or messages.

- **Delete your account:** Use **Settings** → **Delete Account** to request deletion of your account and associated information, subject to the retention practices described in Section 7.
- **Export your data:** Contact us using the information in Section 12 to request a copy of your data.

EEA, UK, and Switzerland

If you're in the European Economic Area, United Kingdom, or Switzerland, you may have additional rights under applicable data-protection law, including rights to access, correct, delete, restrict, or port your personal data and to object to certain processing.

California residents

If you're a California resident, you may have rights under the CCPA/CPRA, including rights to know about personal information we collect, request correction or deletion, and opt out of certain sales or sharing of personal information.

We do not sell personal information to third parties for their own advertising purposes.

We will not discriminate against you for exercising applicable privacy rights.

6. Selfie & Verification Data — Additional Notice

Verification is optional. If you choose to verify:

- Your selfie, and your ID image if requested, is transmitted securely to our verification vendor for the purpose of confirming your identity and/or liveness.
- We do not use this data to build a facial-recognition profile of you for unrelated

7. Data Retention

We retain your information for as long as your account is active and for a limited period after deletion when reasonably necessary to comply with legal obligations, resolve disputes, prevent fraud or abuse, and enforce our agreements.

Some information may remain in backups for a limited period before being deleted or overwritten in accordance with our backup procedures.

8. Data Security

We use reasonable technical and organizational measures designed to protect your information, including encryption in transit and access controls.

However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

9. Children's Privacy

City Friends is not directed at, and may not be used by, anyone under 18.

We do not knowingly collect personal information from anyone under 18. If we learn that an account belongs to someone under 18, we will take steps to delete the account and associated information as appropriate.

Contact us using the information in Section 12 if you believe a person under 18 has created an account.

10. Changes to This Policy

We may update this Privacy Policy from time to time.

We'll notify you of material changes in the app or by email before they take effect when required by applicable law.

Your continued use of City Friends after an updated Privacy Policy takes effect will be subject to the updated policy, to the extent permitted by applicable law.

12. Contact Us

Questions about this Privacy Policy, your personal information, or your privacy rights can be sent to:

Email: support@cityfriends.net