

Welcome to Trawi.

This Privacy Policy explains how Trawi (“Trawi”, “we”, “our”, or “us”) collects, uses, stores, shares, and protects information when you use the Trawi mobile application, website, and related services (collectively, the “Service”).

Trawi is a social travel platform designed to help travelers connect with potential travel partners based on travel preferences, destinations, interests, schedules, and related profile information.

By accessing or using the Service, you acknowledge that you have read and understood this Privacy Policy.

1. Eligibility

The Service is intended solely for individuals who are at least 18 years old.

By using Trawi, you represent and warrant that:

- You are at least 18 years of age.
- You have the legal capacity to enter into binding agreements.
- All information provided by you is accurate and truthful.

Trawi does not knowingly allow minors under the age of 18 to use the Service.

If we become aware that a user under 18 has created an account, we reserve the right to suspend or permanently remove the account and associated data.

2. Information We Collect

2.1 Information You Provide

When creating or using an account, you may provide:

- Full name or display name
- Email address
- Date of birth or age range
- Gender identity
- Country or travel-related location preferences
- Travel destinations and travel dates
- Travel styles and interests
- Biography (“Bio”) and profile descriptions
- Social media links
- Profile photographs
- Additional gallery images
- Identity verification image submitted to administrators
- Messages sent through the in-app chat system
- Reports, appeals, support requests, or communications with Trawi

Providing social media links is optional and intended to help improve trust and reduce fraudulent accounts.

2.2 Information Collected Automatically

When using the Service, certain technical and usage information may be collected automatically, including:

- Device type and operating system
- Browser type
- Application version

- Language preferences
- Log information
- IP address
- Crash reports and diagnostics
- Device identifiers
- Usage analytics
- Interaction patterns within the Service

2.3 Location Information

Trawi does not currently collect precise GPS location data.

The Service may use travel destinations, countries, or location-related information voluntarily selected by users for matching and discovery purposes.

3. How We Use Information

Trawi may use collected information for purposes including:

- Providing and operating the Service
- Creating and displaying user profiles
- Matching travelers based on preferences and compatibility
- Improving user experience
- Moderating the platform
- Detecting fake accounts, spam, fraud, abuse, or suspicious activity
- Enforcing our Terms of Service
- Responding to support requests and appeals
- Sending verification emails and service-related notifications
- Maintaining security and platform integrity
- Improving algorithms, recommendations, and application performance
- Conducting internal analytics and research
- Complying with legal obligations

We may also use anonymized or aggregated information for analytics, product development, safety improvements, and operational insights.

4. User Content and Profile Visibility

Certain information provided by users may be visible to other users of the Service, including:

- Profile photos
- Age
- Gender
- Bio and descriptions
- Travel preferences
- Destinations
- Interests
- Social media links voluntarily shared by users

By uploading or submitting content to Trawi, you grant Trawi a non-exclusive, worldwide, royalty-free license to host, store, display, reproduce, and process such content solely for purposes related to operating and improving the Service.

Identity verification images submitted for administrative review are not publicly visible to users.

5. Messaging and Communications

Trawi provides an in-app messaging system that allows users to communicate privately.

Users may send text-based messages only.

Users are solely responsible for the content of their communications.

Trawi reserves the right, where legally permitted and reasonably necessary, to investigate reports involving:

- Harassment
- Threats
- Fraud
- Illegal conduct
- Spam
- Abuse of the Service

6. Reports, Blocking, and Moderation

Users may report other users for violations of platform rules or inappropriate behavior.

Submitting a report may automatically block the reported user from interacting with the reporting user.

Trawi reserves the right, at its sole discretion, to:

- Suspend accounts
- Restrict functionality
- Permanently ban users
- Remove accounts
- Investigate suspicious activity
- Refuse access to the Service

Administrative actions may be taken for reasons including, but not limited to:

- Harassment
- Fraud
- Fake profiles
- Illegal activity
- Spam
- Impersonation
- Violations of community rules
- Threatening behavior
- Inappropriate conduct

Users may contact Trawi regarding moderation actions or bans.

Trawi is under no obligation to reverse moderation decisions.

7. Account Deletion and Data Retention

Users may request account deletion through available account settings.

Trawi may offer:

- Delayed deletion with a temporary recovery period
- Immediate permanent deletion

Where delayed deletion is selected, account information may remain recoverable for up to 30 days.

Following permanent deletion:

- User profile data may be permanently removed
- Messages and related account information may be deleted
- Recovery may no longer be possible

Certain limited information may be temporarily retained where reasonably necessary for:

- Security purposes

- Fraud prevention
- Legal compliance
- Enforcement of bans or restrictions

Residual copies may remain temporarily in encrypted backups or disaster recovery systems for a limited retention period.

8. Third-Party Services

Trawi may use third-party service providers and infrastructure providers to operate the Service.

These may include:

Firebase / Google Cloud

Used for authentication, database infrastructure, storage, security, and related services.

Google Sign-In

Used to authenticate users who choose Google login.

Analytics and Infrastructure Providers

Used for diagnostics, analytics, crash reporting, hosting, notifications, and application performance.

Third-party providers may process information in accordance with their own privacy policies.

Trawi is not responsible for the privacy practices of third-party services.

9. International Data Processing

Trawi may store or process information in countries outside the user's country of residence.

By using the Service, you acknowledge that information may be transferred to and processed in jurisdictions with different data protection laws.

Trawi takes commercially reasonable measures intended to protect personal information.

10. Security

Trawi implements commercially reasonable technical, administrative, and organizational safeguards intended to protect user information.

However:

- No platform can guarantee absolute security.
- No internet transmission or storage system is completely secure.
- Users share information at their own risk.

Users are responsible for maintaining the confidentiality of their account credentials.

11. Real-World Meetings Disclaimer

Trawi is an online platform only.

Trawi does not:

- Conduct background checks on all users
- Verify all user statements
- Guarantee user identity authenticity
- Guarantee user behavior
- Guarantee travel compatibility or personal safety

Users interact and meet at their own risk.

Trawi is not responsible for:

- Offline conduct
- Real-world meetings

- Travel arrangements
- Personal disputes
- Financial losses
- Injuries
- Damages
- Crimes
- Fraudulent behavior by users

Users are encouraged to exercise caution and personal judgment when interacting with others.

12. User Rights

Depending on applicable law, users may have rights including:

- Accessing personal data
- Correcting inaccurate information
- Requesting deletion
- Objecting to certain processing activities
- Requesting a copy of personal information
- Withdrawing consent where applicable

Requests may be submitted through:

trawi.official@gmail.com

Trawi reserves the right to verify user identity before processing requests.

13. Language

This Privacy Policy may be translated into additional languages for convenience.

In the event of any conflict, inconsistency, or discrepancy between the English version and any translated version, the English version shall prevail and control.

14. Changes to This Privacy Policy

Trawi reserves the right to modify or update this Privacy Policy at any time.

Changes may become effective immediately upon posting unless otherwise required by law.

Where legally required, users may be notified through:

- Email
- Push notifications
- In-app notices
- Service announcements

Continued use of the Service after updates constitutes acceptance of the revised Privacy Policy.

15. Contact Information

For legal, privacy, or support-related inquiries:

Trawi Email:

trawi.official@gmail.com

English is the official legal source version. If translated versions are added later, the English version shall prevail in case of conflict.