

PRIVACY POLICY

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At Defrasoft ("We", "our", or "us"), We are committed to protecting your privacy. This Privacy Policy explains how We collect, use, disclose, and safeguard your information when you use our mobile application(s) and related services (collectively, the "Service").

This Privacy Policy is crafted to ensure compliance with relevant data protection regulations, including but not limited to the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). We understand the importance of privacy and strive to be transparent about our practices. This Policy is designed to help you understand what data We collect, why We collect it, how it is used, and the choices you have regarding your information.

By using the Service, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree with the terms of this Policy, please do not access or use the Service.

This Privacy Policy applies to all users of our app, whether you access it via Android, iOS, or other platforms.

1. DEFINITIONS

For the purposes of this Privacy Policy, the following terms shall have the following meanings:

- a. **"Application"** refers to the mobile application Recover Deleted Messages App, provided by the Company and downloaded by users on any device.
- b. **"Company"** (referred to as either "the Company", "We", "Us" or "Our" in this Policy) refers to Defrasoft, which owns and operates the Application.
- c. **"Account"** means a unique account created for a user to access our Service or parts of our Service.
- d. **"Personal Data"** means any information that relates to an identified or identifiable individual, including but not limited to name, email, device ID, location data, or usage data.
- e. **"Usage Data"** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (e.g., the duration of a page visit).

- f. **"Cookies"** are small files placed on Your device (computer or mobile device) by a website, containing details of Your browsing history on that website among its many uses.
- g. **"Device"** means any device that can access the Service such as a smartphone, tablet, or computer.
- h. **"Service"** refers to the Application and any related services provided by the Company.
- i. **"Service Provider"** means any natural or legal person who processes the data on behalf of the Company. This includes third-party companies or individuals employed to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service, or to assist the Company in analyzing how the Service is used.
- j. **"Third-party Social Media Service"** refers to any website or social network website through which a user can log in or create an account to use the Service.
- k. **"You"** means the individual accessing or using the Service, or the legal entity on behalf of which such individual is acting.

2. INFORMATION WE COLLECT

We may collect and process the following types of information when you use the Application or visit our website:

a. **Personal Information:**

Information that you voluntarily provide to us when registering an account, contacting support, or interacting with certain features. This may include your name, email address, phone number, and other identifying information.

b. **Device and Usage Information:**

Information about the device you use and how you use the Application, such as device type, operating system, browser type, IP address, language settings, access times, and pages viewed.

c. **App Usage Data:**

Information related to your interactions with the Application, including features accessed, frequency of use, and crash or diagnostic data.

d. **Location Information:**

If applicable and permitted by You, We may collect precise or approximate location data.

e. **Log Files and Cookies:**

Like many websites and apps, We may use log files and cookies to collect standard internet log information and user behavior information.

f. **Permissions:**

In order to provide the full functionality of the Application, We may request certain

permissions, such as access to your device's location, camera, microphone, contacts, etc. You will be asked for your consent before granting us access to these features. We will only collect or use this data if you explicitly agree to share it.

g. Sensitive Information:

"Sensitive Information" refers to categories of Personal Data that are considered highly private and require special protection under applicable data protection laws. For the purposes of our Application(s), Sensitive Information may include, but is not limited to:

- health data;
- continuous GPS location tracking;
- biometric information (e.g., facial recognition, fingerprints);
- financial data or government-issued identifiers (e.g., national ID, passport number);
- information related to children.

We only process Sensitive Information when it is strictly necessary to deliver core functionalities of the Application and in full compliance with applicable data protection regulations. You will be clearly informed and asked to provide explicit consent before any collection or use of such Sensitive Information.

3. HOW WE USE YOUR INFORMATION

We use the information We collect in the following ways:

- To provide, operate, and maintain our Application:** We use the data to ensure that the App functions properly and is available for You to use. This includes managing accounts, providing support, and resolving any technical issues.
- To manage Your Account:** to manage Your registration as a user of the Service. The Personal Data You provide can give You access to different functionalities of the Service that are available to You as a registered user.
- To improve, personalize, and expand our services:** We analyze how You interact with the App and may use that data to make improvements or introduce new features based on Your preferences.
- To understand and analyze how You use our Application:** This helps Us gain insights into usage patterns and optimize the user experience.
- To communicate with You:** This includes notifying You of updates, promotions, or new features, as well as offering customer support. We may send You email communications and notifications regarding Your use of the Application.
- To prevent fraud and ensure security:** We take the necessary steps to protect the integrity of the Application and its services by identifying and preventing fraudulent activities.

- g. **For marketing and promotional purposes:** We may use the data to send You marketing communications, including advertisements, offers, and other promotional content. We do not use Personal Data for third-party advertising.
- h. **To comply with legal obligations:** We may use and disclose Your information as necessary to comply with applicable laws, regulations, or legal processes.
- i. **To manage Your requests:** To attend and manage Your requests to Us.
- j. **For business transfers:** We may use Your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by Us about our Service users is among the assets transferred.
- k. **For other purposes:** We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.

We only collect the data necessary for the purposes outlined above. We do not collect excessive or unnecessary information and take steps to ensure that the data we collect is relevant and proportionate to the services provided.

We may share Your personal information in the following situations:

1. **With Service Providers:** We may share Your personal information with Service Providers to monitor and analyze the use of our Service, to contact You.
2. **For business transfers:** We may share or transfer Your personal information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of Our business to another company.
3. **With Affiliates:** We may share Your information with Our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include Our parent company and any other subsidiaries, joint venture partners or other companies that We control or that are under common control with Us.
4. **With business partners:** We may share Your information with Our business partners to offer You certain products, services or promotions.
5. **With other users:** when You share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside. If You interact with other users or register through a Third-Party Social Media Service, Your contacts on the Third-Party Social Media Service may see Your name, profile, pictures and description of Your activity. Similarly, other users will be able to view descriptions of Your activity, communicate with You and view Your profile.
6. **With Your consent:** We may disclose Your personal information for any other purpose with Your consent.

4. DATA RETENTION

We retain Your Personal Information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Information to the extent necessary to comply with Our legal obligations, resolve disputes, and enforce Our agreements and policies.

We may retain Your Information for a longer period if required by law or to fulfill the purpose for which it was collected. Once the Information is no longer required, We will take reasonable steps to securely delete or anonymize the Data.

5. HOW WE PROTECT YOUR INFORMATION

We take the protection of Your Personal Information seriously. We implement a variety of security measures to ensure the confidentiality, integrity, and availability of Your Data. These measures include encryption, secure servers, and access controls to prevent unauthorized access or disclosure.

We also require third-party service providers who process Your Data on Our behalf to implement appropriate security measures to protect Your Information. However, the ultimate security of Your data also depends on the practices of these third parties.

The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Personal Data, We cannot guarantee its absolute security.

6. YOUR DATA PROTECTION RIGHTS

As a User, You have certain rights regarding Your Personal Information under applicable data protection laws, including the **General Data Protection Regulation (GDPR)** and the **California Consumer Privacy Act (CCPA)**.

a. **Under the GDPR, You have the following rights:**

i. **Right to Access**

You have the right to request copies of Your Personal Data. We may charge You a small fee for this service.

ii. **Right to Rectification**

You have the right to request that We correct any information You believe is inaccurate or complete information You believe is incomplete.

iii. **Right to Erasure**

You have the right to request that We erase Your Personal Data, under certain conditions.

iv. Right to Restrict Processing

You have the right to request that We restrict the processing of Your Personal Data, under certain conditions.

v. Right to Object to Processing

You have the right to object to Our processing of Your Personal Data, under certain conditions.

vi. Right to Data Portability

You have the right to request that We transfer the data We have collected to another organization, or directly to You, under certain conditions.

vii. Right to Withdraw Consent

Where We rely on Your consent to process Your Personal Data, You have the right to withdraw Your consent at any time. Withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.

b. Under the CCPA, California consumers have the following rights:

i. Right to Know

You have the right to request that We disclose the categories and specific pieces of Personal Data We have collected about You.

ii. Right to Deletion

You have the right to request that We delete any Personal Data about You that We have collected, subject to certain exceptions.

iii. Right to Opt-Out of Sale of Personal Data

You have the right to request that We do not sell Your Personal Data to third parties.

iv. Right to Non-Discrimination

You have the right not to receive discriminatory treatment by Us for exercising Your rights under the CCPA.

c. How to Exercise Your Rights:

To exercise any of these rights, please contact Us using the contact details provided in the "Contact Us" section below. We will respond to Your request within the timeframes specified by applicable law, usually within one month for GDPR requests and 45 days for CCPA requests. If We need more time, We will notify You.

7. DELETE YOUR PERSONAL DATA

You have the right to delete or request that We assist in deleting the Personal Data that We have collected about You.

Our Service may give You the ability to delete certain information about You from within the Service.

You may update, amend, or delete Your information at any time by signing in to Your Account, if you have one, and visiting the account settings section that allows you to manage

Your personal information. You may also contact Us to request access to, correct, or delete any personal information that You have provided to Us.

Please note, however, that We may need to retain certain information when we have a legal obligation or lawful basis to do so.

8. CHILDREN'S PRIVACY

We take the privacy of children seriously. Our Application is designed to be used by parents or legal guardians to monitor and ensure the safety of their children. The Application is not intended for direct use by children under the age of 13 (or the minimum age as defined by applicable laws in Your jurisdiction).

We do not knowingly collect or solicit Personal Information directly from children. Any data related to children is processed only with the explicit consent of a parent or legal guardian, and solely for the purpose of providing core features of the Application in line with its role in supervision and child safety.

If We become aware that We have unintentionally collected Personal Information from a child without valid consent, We will promptly delete such information from Our systems.

If You are a parent or legal guardian and believe that Your child has provided Us with Personal Information without Your consent, please contact Us so that We can take the appropriate action.

9. PERMISSIONS AND CONSENT

Before using certain features of the Application that require access to personal data or Sensitive Information, You will be asked to grant permission. This includes but is not limited to permissions to access your device's location, camera, microphone, contacts, or other features. We will not collect or use any of this information without Your explicit consent.

By granting permission, You consent to the collection and use of Your Personal Data for the specific purpose related to the feature You are using. If You do not grant permission, some features of the Application may not function as intended.

You will be notified of any additional permissions that may be required by the Application and will have the option to grant or deny such permissions. You can change or withdraw Your consent at any time through Your device settings.

We are committed to not collecting, using, or sharing Your Personal Information without Your explicit consent.

10. INTERNATIONAL DATA TRANSFERS

By using the Application and providing Us with Your Personal Information, You understand and agree that Your Data may be transferred to, processed, and stored in countries other than the country in which You are located. These countries may have different data protection laws than those of Your country.

If Your Personal Information is transferred outside of Your country, We ensure that appropriate safeguards are in place to protect Your Data, in compliance with applicable data protection laws. This includes, but is not limited to, ensuring that any third-party service providers We use are compliant with data protection standards that are consistent with the privacy rights guaranteed to You under applicable laws.

By using the Application, You consent to the transfer of Your Personal Information to these countries and to the processing and storage of Your Data in accordance with this Privacy Policy.

11. DO NOT SELL MY PERSONAL INFORMATION

In accordance with the California Consumer Privacy Act (CCPA), residents of California have the right to request that we do not sell their personal information. If You are a California resident, You may exercise this right by submitting a request to Us.

If We sell or share Your personal information with third parties, You will have the option to request that We do not sell Your information.

To make such a request, You can click on the “Do Not Sell My Personal Information” link (if available) on Our website or contact Us directly by using the details provided in the “12. Contact Us” section below. We will respond to your request within the timeframes specified by applicable law, usually within 45 days. If we require more time, we will notify you.

Please note:

- a. We do not sell personal information without your consent.
- b. If you choose to opt-out of the sale of your personal information, this will not affect your access to or use of our services.
- c. We will not discriminate against you for exercising your rights under the CCPA.

12. LINKS TO OTHER WEBSITES

Our Service may contain links to other websites that are not operated by Us. If You click on a third party link, You will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

13. CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify or update this Privacy Policy at any time. Any changes to this Privacy Policy will be posted on this page with an updated effective date. We encourage You to review this Privacy Policy periodically to stay informed about how We are protecting Your Personal Information. Your continued use of the Application after any changes to this Privacy Policy will be considered Your acceptance of those changes.

If the changes materially affect Your rights or the way Your personal information is processed, We will make reasonable efforts to notify You in advance through the Application or by other means.

14. CONTACT US

If You have any questions, concerns, or requests regarding this Privacy Policy or Your Personal Information, please contact Us using the following methods:

- Email: marketing@defrasoft.com

We are committed to responding to Your inquiries as quickly as possible.