

# Triozy Privacy Policy

**Last updated: April 9, 2026**

Triozy ("we", "our", "us") provides a digital platform designed to connect users with local service professionals and community connections. This Privacy Policy explains the nature of the information we collect, the purposes for which it is used, and the choices available to you regarding your data. By accessing or using Triozy, you acknowledge and agree to the practices described in this Privacy Policy.

## 1. Information We Collect

We may collect several categories of personal and technical data to facilitate our services:

- **Account Information:** Includes your name, email address, and profile photo, often collected via third-party authentication such as Google Sign-In.
- **Contact Information:** Your phone number, if voluntarily provided during the registration or request process.
- **Location Information:** Approximate or precise geolocation data, subject to your device permissions, used to display nearby workers and localized services.
- **User-Generated Content:** Details provided in your profile, service requests, project descriptions, and uploaded images.
- **Device and Usage Information:** Technical data such as device model, operating system version, app version, feature usage patterns, system logs, and diagnostic reports.

## 2. How We Use Information

The data we collect is utilized for the following core business purposes:

- **Account Management:** Creating and maintaining secure user profiles.
- **Authentication:** Verifying user identities and facilitating secure logins via Google Sign-In.
- **Service Matching:** Connecting users with relevant nearby service providers based on location and request parameters.

- **Communication:** Enabling the posting of, and response to, specific service requests.
- **Optimization:** Improving app functionality, reliability, and the overall user experience through analytics.
- **Security and Compliance:** Preventing fraud, abuse, and policy violations, while adhering to necessary legal obligations.

### 3. System Permissions

Triozy may request specific permissions on your mobile device to enable full functionality. You may manage or revoke these permissions at any time through your device's system settings:

Permission Type	Purpose
Location	Used to match you with nearby professionals and provide localized results.
Camera/Photos	Required for uploading profile pictures or documentation for service requests.
Phone/Calls	Enables direct communication features between users and service providers.

### 4. Third-Party Services

We integrate with trusted third-party providers to enhance our platform's capabilities. These providers maintain their own independent privacy policies:

- **Google Firebase:** Used for secure authentication, real-time database management, and crash analytics.
- **Google Sign-In:** Utilized for streamlined and secure user login.
- **Google Maps/Geolocation:** Facilitates location-based matching and mapping services.

## 5. Data Sharing and Retention

We respect your privacy and do not sell your personal data to third parties. Data sharing is limited to the following scenarios:

- **Service Fulfillment:** Sharing necessary details with other users or workers to complete a requested service.
- **Operational Support:** Sharing data with third-party processors that assist in operating the app's infrastructure.
- **Legal Requirements:** Disclosing information to legal authorities when we are compelled to do so by applicable law.

**Retention:** We retain your personal data only for as long as necessary to provide our services, resolve disputes, and comply with legal or regulatory requirements.

## 6. Security and Children's Privacy

**Data Security:** We implement reasonable administrative, technical, and organizational measures designed to protect your data. While no method of digital transmission is 100% secure, we continuously evaluate and improve our security controls.

**Children's Privacy:** Triozy is intended for a general audience and is not directed toward children under the age of 13. We do not knowingly collect personal data from individuals in this age group. If we discover such data has been collected, it will be deleted immediately.

## 7. Your Rights and Choices

Depending on your jurisdiction, you may have specific rights regarding your personal data, including the right to access, correct, or request the deletion of your information. You may also withdraw consent for data processing where such processing was originally based on your consent.

To exercise any of these rights, or if you have any questions regarding this policy, please contact us at:

**Email:** [triozyapp@gmail.com](mailto:triozyapp@gmail.com)