

## **Introduction**

This privacy policy applies to your use of the software application MAX Proxy App (referred as “App”, including all related products and services) which are provided by ailenwu2000 (referred as “Us”).

## **How to contact us**

If you have any questions or inquiries regarding this privacy policy or how we use your personal information, please send an email to wuyongxin999@gmail.com with subject “privacy”.

## **Why we collect data**

The prime purpose for collecting data is to provide you the best experience with the App. We use the collected data to improve and personalize your overall experience and the following purposes:

- Customer Support
- Product Improvement
- Future Product Development
- Security, Safety, and Dispute Resolution
- Product Performance Analysis
- Communications and Product Announcements
- Support advertising and related activities

## **What kind of data we collect**

1. Usage information. We collect information about how you interact with our services, such as how much bandwidth you use, and when and how long you use our services.
2. Device information. We collect information from and about the devices you use to access our services. For example, we may collect device identifiers, device types, OS versions, mobile, wireless, and APP version numbers.

## **How we collect data**

When sending us an email we use the information you provide to Us for customer service and improving our apps. We do not share this data with outside parties except to the extent necessary to complete your request, e.g. support requests or information about our apps.

Usage Tracking: We track app usage events for the purposes described in section “Why we collect data”. During first start of the App, you will be prompted to give your consent to this privacy policy, including usage tracking. We never collect any personally identifying data for any purpose unless expressly initiated by you, the user.

Ads: All pro app editions and also all upgraded free app editions (with Ad-Blocker or

Premium upgrade) of the App DO NOT use ads at all. The free app editions of the App use ads of industry standard ad providers Admob for monetization purposes. Please refer to their respective privacy policies to receive additional information on how your data is used by them (Admob privacy policy: <https://policies.google.com/privacy>).

## **Data security, storage and retention**

We are committed in protecting the security of your personal information. However, while we take reasonable physical, electronic, and procedural precautions to guard the personal information we collect, no security system is impenetrable. We use appropriate technical and organizational tools based on industry standards to protect your personal information and help prevent information about you from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. Furthermore we limit access to personal information to authorized employees and contractors who need to know that information in order to operate, develop or improve our App and related products or services.

**Storage:** Personal information collected by Us may be stored, processed and transferred in or between your region, in the United States, or in any other country where our partners and service providers are located or maintain facilities.

**Retention:** We will retain your personal information for as long as we deem it necessary to enable you to use the Website and the App, to comply with applicable laws, resolve disputes with any parties and otherwise as necessary to allow us to conduct our business. All personal information we retain will be subject to this privacy policy. If you have a question about a specific retention period for certain types of personal information we process about you, please send an email.

## **Revoke Consent / Opting-out of services / Data deletion**

You can revoke consent and stop all automatic collecting of data by the App by uninstalling the App from your iOS or Android device. A request for deletion of personal information collected by the App is not necessary in the EEA territory, as the App does not collect any personal information at all in the EEA territory, only non-personalized data.

You can revoke consent and request deletion of all personal information we received from you, e.g. via email. Please add all necessary information we need to identify your person, e.g. email address and social media account. Please note that we will not be able to give you any support or service when you have explicitly opted-out, until you explicitly opt-in again by writing an email to Us.

## **Children's Policy**

Our Services are not intended for children under the age of sixteen (16). We do not knowingly collect personal information directly from children under the age of sixteen (16) without parental consent. If you are under the age of sixteen (16), please do not provide us with information of any kind. We encourage parents and guardians to be online with their children and to become familiar with the sites they visit. If you have reason to believe that we may have inadvertently received information from a child under the age of sixteen (16), please contact us immediately at [wuyongxin999@gmail.com](mailto:wuyongxin999@gmail.com).

## **Changes**

In order to comply with applicable privacy laws and principles, this Privacy Policy may be modified from time to time without notice, so please check it frequently. Your continued use of our VPN service constitutes your acceptance of our Privacy Policy. Dissatisfaction with this Privacy Policy will be posted on our website. If we make material changes to how we use or share your personal information previously collected through the VPN Service, we will notify you via our app, email or other means of communication.

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