

Privacy Policy

Last updated: September 19, 2025

Welcome to **Solace – Reframe Your Day**, a mobile platform that enables users to reflect, set micro goals, and practice gratitude (the “Service”). We (“we”, “us”, “our”) respect your privacy.

This Privacy Policy (the “Policy”) explains our privacy practices for the Service. It describes the ways your personal information and data is collected and used through our mobile application. It also describes the rights and options available to you with respect to your information.

It is your decision to provide us with your personal information. You are not legally obligated to provide us with this information, but we need it in order to provide you with the App’s functionality.

This policy is combined into our User Agreement (the “Terms”) and is a part of them.

In short

The following key points of the Privacy Policy are only brought for your convenience. They are not a substitute for the full Policy.

1. **Information we collect.** We may collect information you actively provide us. We also collect analytical information about your use of the Service (e.g., the frequency and scope of your use of the Service), and information about your device.
2. **Content you enter.** Reflections, micro goals, or memories that you share through the Service may contain personal information, depending on what you choose to enter.
3. **Using the information we collect.** We use the information we collect to provide you the Service’s features, improve and customize the Service, and develop new services. We may also process your personal data for marketing purposes, and you have the right to object at any time.
4. **Sharing the information we collect.** We may share your information with trusted third-party providers in order to operate, maintain, and enhance the Service.
5. **Aggregated information.** We may use the information we collect from you to create de-identified, statistical, or aggregated information, and make it available to others for any purpose.
6. **Retention.** We retain your information for as long as we deem necessary for our purposes.
7. **Security.** We implement measures to reduce the risks of damage and unauthorized access or use of information, but no system is completely secure.

8. **Children privacy.** You must be 13 years of age or older in order to use the App. We do not knowingly collect information about children under 13.
 9. **Changes to the Policy.** We may change this Policy, in which case we will seek your consent to those changes if they are material.
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In detail

INFORMATION WE COLLECT

Information you actively provide us –

The Service may collect reflections, goals, or other content you enter. This may contain, or be indicative of, your personal information. Content you choose to share is not treated as private or confidential, and you should not have any expectation of privacy with respect to it.

Information we automatically collect –

- **Device Information.** We may collect information about your mobile device, including its model, operating system type and version, unique identifiers, language, mobile network information, and IP address.
 - **Analytical data.** We may use third-party analytics tools, such as **Firebase** and **Google Analytics**, as well as other analytics or monitoring services, to collect information about your use of the App. This can include session duration, interactions with the Service, crash reports, and other diagnostic data.
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MINORS' PRIVACY

The Service is not intended for children under the age of 13. We do not knowingly or intentionally collect information about children under 13.

If you are under 13, you may not use the Service.

USE OF COLLECTED INFORMATION

We may use the information we collect for the following purposes:

- Operating the Service and providing its features and functionalities.
- Sending you updates and communications related to the Service (including push notifications).
- Improving and customizing the Service and developing new features.

- Generating statistical and aggregated information about use of the Service.
 - Providing support, handling complaints, and contacting you when necessary.
 - Enforcing the Terms and this Policy and preventing misuse of the Service.
 - Complying with applicable law and assisting law enforcement if required.
 - Taking any action in case of disputes relating to the Service.
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SHARING COLLECTED INFORMATION

We may share the information described in this Policy with others in the following cases:

- With contractors and service providers (e.g., Firebase, Google Analytics, or other analytics and hosting providers) to help us operate, maintain, and enhance the Service.
- If you have breached the Terms, abused your rights to use the Service, or violated any applicable law.
- If the Service is reorganized under a different framework, entity, or legal structure (e.g., due to a merger or acquisition).
- With affiliated entities, provided their use of information complies with this Policy.

In any other case, your personal information will only be shared with your explicit prior consent.

AGGREGATED OR ANONYMIZED INFORMATION

At any time, we may anonymize or de-identify collected information. Such statistical or aggregated information may be shared with partners, researchers, or other third parties for any purpose, provided it cannot reasonably be used to identify you.

TRANSFER OF DATA

The Service may store and process information in various locations worldwide, including through cloud services. By using the Service, you consent to such transfers of information across jurisdictions.

DATA RETENTION

We retain the information we collect for as long as we deem necessary to fulfill the purposes set forth in this Policy. We may delete information from our systems without notice once it is no longer required.

Please note: uninstalling the App from your device does not automatically delete your personal information from our systems.

INFORMATION SECURITY

We implement measures to reduce the risks of unauthorized access, misuse, or data loss. However, no security measure is absolute. By using the Service, you acknowledge that you understand these limitations.

CHANGES TO THIS PRIVACY POLICY

From time to time, we may update this Policy. If you are a registered user, we will notify you of significant changes through the Service interface or by email. Continued use of the Service after changes take effect constitutes your consent to the amended Policy.

The latest version of the Policy will always be available within the Service.