

Privacy Policy

Last updated: 1 December 2025

At Interact Group Private Limited ("PLAYCHAT"), your privacy is our priority. This Privacy Policy explains how we collect, use, and share your data when you use the PLAYCHAT mobile app ("App") and website ("Website"), together called the "Platform."

- **Who We Are:** References to "we," "us," or "our" mean Interact Group Private Limited and/or the Platform. "You" or "user" refers to anyone using our Platform.
- **Your Consent:** By using the Platform, you agree to this Privacy Policy and consent to how we handle your personal information ("**Personal Information**"). If you don't agree, please don't use the Platform.
- **Using Your Information:** We use and share your information only as described in this Privacy Policy. We won't disclose your information without your consent, except as explained here.

This Privacy Policy works alongside our Terms of Service. If there is a conflict, this Privacy Policy takes precedence. Any undefined terms here have the same meaning as in the Terms of Service.

HOW DO WE USE YOUR INFORMATION

The following table lists the information we collect from you and how we use it:

Information collected	Use of information
<i>Account information:</i> User ID, mobile number, password, gender, voice recordings, IP address, and approximate age range <i>Profile information:</i> Username, photo, and birth year.	• To create and manage your account. • To inform you about updates or changes. • To assist with communication and user support. • To enforce terms and protect rights. • To create new features and improve existing services based on feedback. • To provide personalized content based on language and location. • To manage the platform, troubleshoot issues, and enhance security. • For demographic analysis. • To better understand user engagement. • To analyze traffic and improve platform features. • To evaluate advertising and marketing efforts. • To enhance navigation and improve platform performance.
<i>Content shared by you:</i> Personal information, images, quotes, and other shared content (e.g., via training rooms, games, or radio).	
<i>Third party information:</i> Data from business partners, analytics providers, and subcontractors.	
<i>Log data:</i> Technical information (e.g., IP address, device ID, browsing history, metadata, and communication details).	
<i>Cookies:</i> Data from cookies stored on your device.	

<i>Surveys and Search Activity:</i> Personal information provided during surveys and search history.	• To personalize your experience and deliver targeted ads. • To analyze search trends.
<i>Verification and Contact:</i> Phone number (for OTP verification) and optionally your contacts (with consent).	• To confirm identity and secure accounts. • To enable features like "Invite Users."
<i>Location Data:</i> GPS or IP-based location data.	• To provide location-based features and content. • To enhance security and detect fraud.
<i>Device Data:</i> Information about operating system, browser, storage, battery, and hardware, as well as access to your gallery (with consent).	• To optimize the platform for your device. • To enable sharing and verify identity.
<i>Interactions:</i> Chat and conversation details, including timestamps and user interactions.	• To improve chat suggestions and refine recommendations. • To evaluate marketing efforts.
<i>Games, Contests, and Purchases:</i> Contest participation details, financial information for direct purchases.	• To enable participation and distribute prizes. • To manage payments and transaction logs.

YOUR RIGHTS

Removing Content or Deleting Your Account: You can delete content from your profile or deactivate/delete your account anytime. However, we will still have records of your activities and account on our platform.

Updating Your Information: You can update, change, add, or delete your personal information by logging into your profile only once. You can also opt out of unwanted emails by following the instructions in the message. System-generated emails will still be sent unless you delete your account.

Accessing and Correcting Data: To access the personal or sensitive data you have shared with us, email us at care@PlayChat.app. If you find errors or missing information, let us know, and we'll correct or update it where possible.

Declining or Withdrawing Consent: You can choose not to share requested information or withdraw your consent for us to use your data by emailing us at care@PlayChat.app. Please allow 30 days for processing. Remember, declining or withdrawing consent may limit access to some products or services.

HOW YOUR INFORMATION IS SHARED

Information Visible to Other Users:

- Parts of your profile, like your username, age, gender, and location, are visible to other users.
- When you join public features like training rooms, and other public features, your activities and shared content can be seen by others.
- In video or audio calls, other participants can see and hear your video feed, voice, and any other audio you share.
- You can manage who contacts you by:
 - Choosing who can contact you.
 - Blocking unwanted users.
 - Reporting inappropriate messages.

How We Share Data Within Our Group

We may share your data with affiliated companies for:

- *Safety*: If you are banned on one platform, the ban applies across all group platforms.
- *Operations*: Helping with tasks like hosting, customer support, marketing, analytics, payments, and security.
- *Insights*: Personalizing your experience and improving services across platforms (where allowed by law).
- *Business Needs*: Audits, reporting, and other legitimate business purposes.

Information You Choose to Share

When you share content on our platform, or when you share content from our platform off the platform (for example, on Facebook or WhatsApp), you decide who can see it. We are not responsible for how others use this shared information.

Sharing with Third Parties

We may share your data with third parties in the following ways:

- *With Business Partners*: To help deliver and improve our services (for example, hosting, advertising, payments, and security). Advertisers may receive aggregated data, but no personally identifiable information.
- *With Authorities*: If required by law or to address fraud, safety, or security concerns.
- *During Business Changes*: If the company is acquired, merged, or reorganized, your data may be transferred. We will notify you in advance and give you the option to delete your account.

Changes to This Policy

We may update this Privacy Policy from time to time. Please check this page regularly to stay updated on any changes. If we make any major changes that affect you, we will ask for your consent.

Data Retention

We only keep your sensitive personal information for as long as needed for legal or business purposes. Other personal information is kept only for as long as necessary to provide our services or as required by law. If you request, we will delete your information, unless we are required to keep it for legal reasons. Sensitive personal information includes things like passwords and any other data defined as sensitive under the law.

We may also need to keep your information for legal, security, or investigation purposes, such as complying with court orders or addressing reports of abuse or policy violations.

Third-Party Links

Our platform may contain links to third-party websites or apps. If you click on these links, please be aware that these sites have their own privacy policies. We are not responsible for their practices, so we recommend reviewing their policies before sharing any personal information with them.

THIRD-PARTY EMBEDS

What Are Third-Party Embeds?

Some content on our platform is hosted by other companies, such as YouTube videos, Giphy gifs, tweets from X, or SoundCloud audio. When you view these, data is sent to those sites just as if you were visiting them directly.

Sharing Personal Information with Third-Party Embeds

Some of these third-party services may ask for your personal information, like your email. While we work to keep bad actors off the platform, we cannot control how third parties use your information. Their actions are not covered by this Privacy Policy. Please be careful when entering your personal information on embedded forms. Make sure you understand who is asking for your data and how they will use it. We recommend not sharing personal information through embedded forms.

Privacy Concerns with Third-Party Embeds

We do not control how third parties collect or use your data. These third-party services are governed by their own privacy policies, not by ours.

Creating Your Own Third-Party Embed

If you add a form that collects personal information, you must include a clear link to your privacy policy that explains how the data will be used. Failure to do so may result in us disabling your post or taking action against your account.

SECURITY PRACTICES

We have security measures in place to protect the information we collect. If you have a username and password to access the platform, you are responsible for keeping these details safe. Please do not share your password with anyone.

COMMUNICATIONS FROM US

Sometimes we will send you important notifications about the platform, such as during maintenance or for security updates. These messages are necessary for your account and cannot be turned off.

WHERE WE STORE YOUR PERSONAL INFORMATION

We store your data with Amazon Web Services (AWS) and Google Cloud, both of which have security measures to protect your information. Their privacy policies can be found on their websites.

DISCLAIMER

While we take all necessary steps to protect your personal information, please note that transmitting data over the internet is never fully secure. We cannot guarantee the security of your information during transmission, but once we receive it, we apply strong security measures to protect it.

COOKIE POLICY

Last updated: 01 December 2025

This policy offers further details on the cookies and tracking technologies we use and should be read alongside our Privacy Policy. Capitalized terms used in this Cookie Policy but not defined here will have the meanings assigned to them in the Terms of Service.

What are cookies, pixels, and local storage?

Cookies are small text files that are placed on your device or accessed through your web browser. Typically, a cookie includes the domain name (the internet address) it originated from, its "lifetime" (i.e., expiration date), and a randomly generated unique identifier or similar code. Additionally, a cookie may store information about your device, such as your user settings, browsing history, and activities while using our services.

A pixel is a tiny piece of code embedded in a webpage or email notification. It allows us to track your interaction with specific content, helping us assess and enhance the performance of our Platform and tailor your experience.

Local storage is a commonly used technology that enables websites or apps to save information directly on your device. We use it to personalize your experience by displaying content based on your previous interactions with our Platform.

What types of cookies do we use?

Cookies can have varying durations depending on their type:

- **Session Cookies:** These cookies are temporary and last only for the duration of your browsing session. They expire once you close your browser or application.
- **Persistent Cookies:** These cookies remain on your device even after you close your browser. They are used to remember your preferences and settings across multiple visits to the Platform.

Certain pages on our Platform may utilize pixel tags (also referred to as clear gifs) to gather information, which may then be shared with third parties that support our marketing activities

and Platform enhancement. For example, data about visitor interactions on our Platform may be shared with our advertising partners to optimize the targeting of banner ads. While this data is not personally identifiable on its own, it may be linked to your personal information.

Do we use Third Party Cookies?

We collaborate with various suppliers who may place cookies on your device to provide their services. When visiting our Platform, you may encounter cookies from third-party sites or domains. We aim to identify these cookies in advance, allowing you to choose whether to accept them. For more details, you can visit the respective third party's website.

Why do we use these technologies?

- We use these technologies to deliver relevant content, enhance user experience, and protect our users.
- These technologies help provide faster, easier services and enable functionality across the Platform.
- They may retain authentication details, store your language preference, and support location-based services requiring your location.
- We use these technologies to track how you use our Platform, including frequently visited pages and error messages.
- They also help gather data on the total number of visitors to the Platform.
- In collaboration with advertising partners, we use these technologies to improve, understand, and target the ads you see.

Cookies used on the Platform

Type of Cookie	What do they do?	Do these cookies collect my personal data / identify me?
Necessary	• Essential for the Platform's functionality (for example, log-in, security, fraud prevention). • Without them, you cannot navigate the Platform properly.	These cookies do not recognize you as a specific individual.
Performance	• Help analyze how the Platform is used (for example, time spent, areas visited, errors encountered). • Improve Platform performance based on usage insights.	These cookies do not identify you as an individual. All data is collected and reported in an aggregated, anonymous manner.
Functionality	• Remember your preferences (for example, language, settings, login status).	May collect identifiable information like your username or profile picture. We are transparent about this data collection.

	• Tailor the Platform's services to your needs. If you decide not to accept these cookies, it could affect how the Platform performs and functions, potentially restricting your access to some content.	
Targeting / advertising	• Deliver content and ads based on your interests. • Limit ad frequency and measure advertising effectiveness. • May track pages or websites you visit. We may use these cookies to track the pages or websites you've visited and share this information with third parties, such as advertisers and our partners.	Most of these cookies track users through their IP address, which may result in the collection of some personally identifiable information.

Where are these technologies used?

We use these technologies on our Platform and on other websites that have integrated our services, including our advertising and platform partners. Third parties may also utilize these technologies, such as when you engage with their content within our Platform—like clicking a link or streaming media from a third-party service—or to assist in delivering advertisements both on and off our Platform.

How can I control Cookies?

Most web browsers are set to accept cookies by default. You can modify these settings to block cookies or receive notifications when cookies are being sent to your device.

Disabling cookies may affect your experience on the Platform. For example, you may lose access to certain features or not receive personalized content.

If you access the Platform from multiple devices (e.g., computer, smartphone, tablet), you'll need to adjust the cookie settings on each device's browser to match your preferences.

Cookies that have been set in the past

If you disable one or more cookies, we may still use the data collected from those cookies before your preference was changed. However, we will cease using the disabled cookies to gather any further information.

Changes to this Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our Platform or services. If there are any significant updates regarding how we collect, use, or share information through cookies, we will post the changes here and update the 'Last Updated' date at the top of the policy.