

Privacy Policy – Meow Flow

Last updated: 12/15/2025

Company / Data Controller: Tiamo Teknoloji ve İnovasyon A.Ş. **Address:** Şehit Muhtar, Mis Sk. No:24, 34435 Beyoğlu/İstanbul, Türkiye

Email: info@tiamogames.com

Website: www.tiamogames.com

This Privacy Policy explains how **Meow Flow** (“the App”) collects, uses, and shares information when you use the App.

1) Current Product Status (Important)

As of the current version:

- The App does not require an account to play.
- The App may show advertisements.
- The App may offer in-app purchases, including an ad-free option.
- The App may use analytics and diagnostic tools to improve performance.

If we add optional account features or new analytics providers in future versions, we will update this Privacy Policy and the “Last updated” date.

2) Information We Collect

A) Information You Provide Voluntarily Currently, we do not offer account creation.

- **Support Inquiries:** If you contact support, we may collect the information you provide (such as your email address and issue details).
- **Future Optional Accounts:** In future versions, we may offer optional account creation (e.g., via Firebase). If you choose to create an account, we may collect your Name and Email address. Account creation will remain optional.

B) Information Collected Automatically When you use the App, we (and our service providers) may collect:

- **Device information:** Device model, OS version, language, region.
- **App activity:** Gameplay events, session duration, feature usage.
- **Diagnostics:** Crash logs, performance data.
- **Advertising identifiers / device identifiers:** (Where available and permitted) for ads delivery, measurement, and fraud prevention.

C) Purchases If you make an in-app purchase:

- Payments are processed by **Apple App Store / Google Play**.
- We do not receive or store your full payment details.
- We may receive purchase confirmation (e.g., purchase status) to deliver content and restore purchases.

3) How We Use Information

We use information to:

- Provide and operate the App.
- Show ads (unless you purchase an ad-free option).
- Deliver purchased content and restore purchases.
- Improve performance and fix bugs.
- Understand usage and improve features.
- Respond to support requests.
- Prevent fraud and ensure security. We do not sell personal information for money.

4) Legal Bases for Processing (EEA/UK Users – GDPR)

If you are located in the EEA/UK, we process your data under the following legal bases:

- **Contract:** To provide the App services and features and to deliver purchased content.
- **Legitimate Interests:** To improve the App, fix bugs, ensure security, prevent fraud, and serve non-personalized ads where appropriate.
- **Consent:** To serve personalized ads (where required and where you opt in via a consent mechanism) and for certain analytics.
- **Legal Obligation:** To comply with applicable laws.

5) Advertising (AdMob & AppLovin)

The App uses third-party advertising services (such as Google AdMob and AppLovin) to display ads and measure ad performance. These partners may collect certain data (including device identifiers) to:

- Serve ads
- Measure ad performance
- Limit frequency
- Detect fraud and abuse

Ad-free option: If you purchase an ad-free option, ads will be removed as described in the App. Some limited processing (e.g., essential diagnostics or fraud prevention) may still occur.

Partner privacy policies (for reference):

- Google (AdMob): <https://policies.google.com/privacy>
- AppLovin: <https://www.applovin.com/privacy/>

6) Analytics & Diagnostics

We may use tools to understand performance and improve the App.

- **Current / Near-future:** Firebase services may be used (e.g., analytics and crash/performance tools).

- **Future:** We may use additional analytics providers, including Metriqus. When we add or change analytics providers, we will update this policy accordingly.

7) Sharing of Information

We may share information with:

- **Service providers:** (Ads, analytics, crash reporting, hosting, customer support tools).
- **Platform providers:** (Apple / Google) for distribution and purchases.
- **Authorities:** If required by law, or to protect rights and safety. We do not share your personal data except as described in this policy.

8) Data Retention

- **Support communications:** Retained as long as needed to address your request and for reasonable record-keeping.
- **Automatically collected analytics/diagnostic data:** Retained according to operational needs and service provider settings.
- **Account Data (If implemented):** Account data will be retained while your account is active and for a reasonable period after deletion, unless a longer period is required by law.

9) International Data Transfers

We are based in **Türkiye** and may use service providers that process data in other countries. Where required, appropriate safeguards are used for international transfers.

10) Children's Privacy (COPPA / Mixed Audience)

The App is intended for a general audience. We do not knowingly collect personal information from children under 13.

- The App does not currently provide account creation.
- If account creation is added in future versions, we will not allow users under 13 to create an account.
- If we learn that personal information from a child under 13 has been collected, we will delete it promptly.
- If you believe a child has provided personal information, contact us at info@tiamogames.com.

11) Account & Data Deletion Requests

Even though we do not currently require user accounts, we may store data associated with your device identifier or advertising ID through our service providers. You have the right to request deletion of this data where applicable.

To request deletion, please email us at info@tiamogames.com with the subject line: **“Data Deletion Request”**. We may ask for limited information to help locate the relevant data (for

example, your approximate install date, device type, and platform), and we will process your request within a reasonable timeframe.

12) Your Rights & Choices

A) GDPR (EEA/UK Users) Depending on your location, you may have the right to:

- Access, correct, or delete your personal data.
- Object to processing or request restriction.
- Data portability.
- Withdraw consent (where applicable).
- Lodge a complaint with a supervisory authority.

B) US State Privacy Rights (California, Virginia, Colorado, etc.) If you are a resident of California, Virginia, Colorado, Connecticut, Utah, or other US states with privacy laws, you may have additional rights regarding your personal information, such as the right to:

- Know/Access the personal data we have collected.
- Request Deletion.
- Correct inaccuracies.
- Opt out of “sale” or “sharing” of personal data for targeted advertising (as defined under applicable laws).

We do not sell your personal data for money. However, allowing advertising partners (e.g., AdMob or AppLovin) to collect device identifiers for interest-based ads may be considered “sharing” or “selling” under certain state laws.

You can opt out via:

- Your device settings (e.g., “Limit Ad Tracking” on iOS, “Opt out of Ads Personalization” on Android), and/or
- Contacting us at info@tiamogames.com.

C) Device Controls You can typically limit ad tracking and reset advertising identifiers through your device settings (options vary by platform and region).

13) CalOPPA (California)

This Privacy Policy is available via a publicly accessible link. We may update it from time to time by posting a new version and updating the “Last updated” date. We do not respond to “Do Not Track” signals in a uniform way because there is no consistent industry standard; however, you can use device settings to control certain tracking behaviors.

14) Security

We use reasonable administrative, technical, and organizational measures to protect information. No system is completely secure.

15) Changes to This Policy

We may update this policy from time to time. Changes will be posted on this page with an updated revision date.

16) Governing Law & Jurisdiction

To the extent permitted by applicable law, this Privacy Policy and any disputes related to it or the App shall be governed by and construed in accordance with the laws of the **Republic of Türkiye**. The courts of **İstanbul (Çağlayan)** shall have jurisdiction to settle any dispute or claim, without prejudice to any mandatory consumer protection rights that may apply in your country of residence.

17) Contact

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