

Privacy Policy

Effective Date: 30/06/2024

1. Introduction and Scope

Welcome to Solvemate. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy explains how we collect, use, and protect information obtained through our App. It applies to all users worldwide.

2. Data Collection and Use

2.1 Types of Data Collected

- **GuestID:** We use a guestID, which is a UUID generated on the client side, to authenticate users. The guestID helps us associate chats and other activities with a specific user session. This ID does not link to personal identifiable information (PII). We do not use the GuestID to track users.
- **Chat Data:** We collect and store chat histories, including text messages and images uploaded by users. The images are typically related to homework questions or assignments.
- **User Interests:** We collect data on user interests, such as the grade level they are studying and the subjects they are interested in, to personalize AI responses. This data does not link to personal identifiable information (PII)

2.2 Purpose of Data Collection

The data collected is used solely to enhance your experience with the App. Specifically, we use the information to:

- Personalize the responses provided by our AI system.
- Improve the App's functionality and user experience.
- Allow users to access their chat history and uploaded images.

3. Data Retention

We retain chat histories and uploaded images for a period of 6 months. Users have the option to delete individual chats or their entire account, which will result in the deletion of all associated data.

4. Data Security

We prioritize the security of your data. Images and chat histories are encrypted both in transit and at rest using industry-standard encryption protocols. Images uploaded by users are stored in secure storage buckets, and access to these images is controlled through signed read URLs. Only the user who uploaded the image can access it, and we ensure that only authenticated requests with the relevant JWT token can access associated data.

5. User Rights and Choices

You have the right to:

- Delete individual chat messages.
- Delete your entire account, which will result in the deletion of all chat histories and uploaded images.
- Understand how your data is used and processed.

To exercise these rights, you can access your account settings or contact our support team at info@jetrr.com

6. Data Sharing

We do not share any user data with third parties except as necessary to provide the App's services. This includes:

- **Data Storage:** We use cloud storage services (Google Cloud Platform) to securely store user data.

- **Analytics:** We use Firebase Analytics to collect and analyze user behavior to improve the App's functionality and user experience.

These third-party services have access to your data only to perform specific tasks on our behalf and are obligated not to disclose or use it for any other purpose. The third-party service providers used are bound by data protection agreements to ensure the security and confidentiality of your data.

7. Compliance with Laws

We comply with relevant laws and regulations concerning data protection and privacy, including but not limited to the General Data Protection Regulation (GDPR) for users in the European Economic Area (EEA) and the California Consumer Privacy Act (CCPA) for California residents. Users have additional rights under these regulations, such as the right to access, rectify, or erase their data.

8. Policy Updates

We may update this Privacy Policy from time to time. When we make changes, we will update the "Effective Date" at the top of this page and notify users through in-app notifications or other appropriate means. We encourage you to review this policy periodically to stay informed about how we are protecting your data.

9. Contact Information

If you have any questions or concerns about this Privacy Policy or your data, please contact us at privacy@jetrr.com