

MyKneeLife Privacy Policy

Introduction

In order to use the MyKneeLife mobile application (“App”), you must first acknowledge and agree to our Privacy Policy. You cannot use the App without first accepting this Privacy Policy.

General

We provide the MyKneeLife Application. We (“Individual,” “us,” “we,” or “our”) recognize and understand the importance of your privacy and are committed to protecting the personal information of our users (“User,” “you,” or “your”). This Privacy Policy describes how we manage, store, and utilize your Personal Data within the MyKneeLife app.

To use our app, you must consent to the collection and processing of your Personal Data as described herein. If you do not agree with the terms of this Privacy Policy, you may not use the app.

We are committed to maintaining a secure, user-controlled environment that protects your personal data.

Personal Data You Provide

Account Credentials

To use the MyKneeLife App, you log in via third-party authentication providers such as Facebook or Google. MyKneeLife stores a hashed version of your account authentication token for verification purposes.

Profile Information

When you create an account, you may provide Personal Data such as your name, email address, and other information necessary to verify your identity.

Photos, Videos, and Audio

If you choose to upload media, the App will request access to your device’s camera, microphone, and photo library. This allows you to share photos, videos, and audio clips within the App.

Feedback / Support

When you contact support, we may collect information such as your name, email, IP address, phone model, and any message content to assist in resolving your issue.

Permissions Required

To function properly, the App may request the following permissions:

- INTERNET
- NOTIFICATIONS
- CAMERA
- STORAGE

Log Data

If the App encounters an error, we collect “Log Data” via third-party tools. This may include your device’s IP address, OS version, app configuration, time and date of use, and other diagnostic information.

Your Personal Data (Use)

We use your name and email address solely to manage your account, send transactional emails, and offer app-related updates. We do **not** share or sell your personal information to third parties outside the use cases described here.

Security

We value your trust in providing your Personal Data and use commercially acceptable means to protect it. However, no method of transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

General Data Protection Regulation (GDPR)

We are a Data Controller of your personal data. Our legal bases for processing personal information include:

- Performing our contract with you
- Your consent
- Our legitimate business interests
- Compliance with legal obligations

We retain personal data only as long as necessary to fulfill the purposes outlined in this Privacy Policy or to comply with legal obligations.

If you are a resident of the European Economic Area (EEA), you have the right to:

- **Access** your personal data
- **Rectify** inaccurate or incomplete data
- **Erase** your data in certain circumstances
- **Object** to processing under specific conditions
- **Port** your data in a structured, commonly used, machine-readable format

Please contact us to exercise any of these rights.

Community Guidelines & Safe Use Policy

We are committed to fostering a **positive, respectful, and safe** environment for all users of the MyKneeLife mobile application. By using the app, you agree to abide by our community guidelines, which align with the Apple App Store's content and safety policies.

Prohibited Content

Users are strictly prohibited from uploading, sharing, or promoting content that includes:

- Hate speech, harassment, or bullying
- Sexual, explicit, or pornographic material
- Threats, violence, or encouragement of harm
- Discrimination based on race, ethnicity, religion, gender, or sexual orientation
- False information or misleading claims
- Spam, scams, or fraudulent activity

User Behavior

To maintain a safe community, users must:

- Treat others with respect and courtesy
- Not impersonate other individuals or organizations
- Not collect or misuse other users' personal information
- Use in-app reporting tools to flag violations or abusive content

Moderation & Reporting

MyKneeLife uses a combination of **automated moderation** and **human review** to monitor user-generated content:

- Inappropriate content may be removed without notice
- Violations may result in temporary or permanent account suspension
- Repeated or severe violations may lead to account termination

Parental Controls

MyKneeLife is **not intended for users under the age of 13**. We include content filters and moderation tools to maintain an age-appropriate experience for all users.

Reporting Misuse

If you encounter any inappropriate behavior or content, please report it using in-app tools or contact us at:

 service@entlerentertainment.com

We will respond promptly and take appropriate action.

By using MyKneeLife, you agree to support a **safe and respectful** community.

Children's Privacy

The MyKneeLife app does not knowingly collect personal information from children under the age of 13. If we become aware that a child has provided us with personal data, we will delete it immediately. If you are a parent or guardian and believe your child has used the app inappropriately, please contact us.

Payment Terms

We may offer paid services within the app. All payments are processed via secure third-party payment processors. We do not store or collect your credit card information. These processors' privacy policies govern their use of your data:

- **Apple Store In-App Payments** – [View Apple Privacy Policy](#)
- **Google Play In-App Payments** – [View Google Privacy Policy](#)

Service Providers

We may engage third-party service providers to assist with:

- Hosting or improving the App
- Customer support
- Payment processing
- Analytics and diagnostics

These providers may have access to your personal data only to perform specific tasks and are bound by confidentiality agreements.

Terms of Use (EULA)

By using the MyKneeLife App, you also agree to our [Terms of Use \(EULA\)](#).

This document outlines your rights, responsibilities, acceptable usage, and disclaimers related to using the MyKneeLife app. This link must be included in the app's metadata (App Store Connect) to meet Apple's requirement for clear user agreement terms.

Updates or Changes to Our Privacy Policy

We may periodically update this Privacy Policy to reflect changes in law, technology, or service enhancements. You will be notified of significant changes via the App or website, and your continued use of the App constitutes acceptance of the updated policy.

Contact Us

If you have any questions about this Privacy Policy, Community Standards, or Terms of Use, contact us at:

 MyKneeLife@gmail.com
