

PRIVACY POLICY

App Name: Turtltie chat and video

Effective Date: September 10, 2026

Contact Email: info@turtltie.com

Welcome to **Turtltie chat and video**, brought to you by Turtl Tie. We are committed to protecting your personal data and ensuring your digital conversations and business interactions remain secure and private. This Privacy Policy details how we collect, process, and safeguard your information.

Your Privacy First: Our core philosophy is built around secure communications. Your private one-on-one text messages and video calls are protected by industry-standard encryption, meaning only you and your intended recipient can view or hear the contents.

1. The Data We Collect

A. Provided by You

- **Account Info:** To create an account, we collect your phone number, username, profile picture, and an optional email address.
- **Business Details:** For business users, we collect your trade name, catalog items, business address, and customer support details.
- **Payment Data:** Any transactions made within the app are processed via secure third-party payment gateways. We do not store full credit card numbers on our servers.

B. Usage and Communication Data

- **Messages and Media:** Messages are encrypted. If a message cannot be delivered immediately, it stays on our servers in encrypted form for a maximum of 30 days.
- **Voice & Video Calls:** We facilitate the connection for your video and voice calls. We log connection quality and duration to improve our service, but **we do not record** your calls unless you actively use a business recording feature (which alerts all parties).

C. Automatically Gathered Technical Data

- **Device Information:** We collect hardware models, OS versions, and network connection types to optimize app performance across different devices.
- **Diagnostic Logs:** We collect crash reports to fix bugs quickly and keep the app running smoothly.

2. Permissions You Grant Us

To provide a seamless chat and video experience, "Turtltie chat and video" may request the following device permissions:

- **Camera & Microphone:** Strictly used for taking photos, recording voice notes, and participating in live video/audio calls.
- **Storage / Photo Gallery:** Required only when you wish to send photos, videos, or files from your device to a contact.
- **Contacts List:** A highly recommended option to help you easily find friends, family, and colleagues who are already using the app.

3. How We Use Your Information

Your data is used to provide, improve, and secure our services. Specifically, we use it to:

- Route your messages and establish high-quality video/audio connections globally.
- Help businesses list their products and interact with their customers efficiently.
- Detect and prevent spam, fraud, and abusive behavior to keep the community safe.
- Respond to your customer service inquiries via *info@turtltie.com*.

4. Data Protection & Security

We deploy robust security measures to prevent unauthorized access to your data. This includes Transport Layer Security (TLS) for data in transit and AES-256 encryption for data at rest. You may also secure the app locally using your device's biometric authentication (Face/Touch ID).

5. Your Rights and Choices

You have full control over your data. You can access, edit, or delete your profile at any time directly through the app settings. Deleting your account will permanently erase your profile and wipe your data from our active databases.

6. Contact Us

If you have any questions or concerns regarding this policy, please reach out to our support team at **info@turtltie.com**.