

Privacy Policy

Effective Date: October 8, 2025

Last Updated: October 8, 2025

1. Introduction

TellMeWhen Corporation ("TellMeWhen," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application (the "App") and related services (collectively, the "Service").

By using our Service, you consent to the data practices described in this Privacy Policy. If you do not agree with the practices described in this policy, please do not use our Service.

Contact Information:

TellMeWhen Corporation
390 NE 191st St, Suite 17246
Miami, Florida 33179
Email: info@tellmewhen.com
Phone: +1 (305) 209-6015

2. Information We Collect

2.1 Information You Provide Directly

Account Information:

- Email address
- Name
- Authentication provider details (Google or Apple ID)

Service Usage Information:

- Prompts you create (text-based monitoring requests)

- Prompt configurations (frequency, add-ons)
- Notification preferences
- Support inquiries and communications

2.2 Information Collected Automatically

Device Information:

- Device type and model
- Operating system and version
- Push notification tokens
- Mobile network information
- Unique device identifiers

Usage Data:

- Features used within the App
- Interaction with notifications
- Session duration and frequency
- App performance data

Log Data:

- IP address
- Access times and dates
- App version
- Error reports and crash data

2.3 Information from Third-Party Services

Authentication Providers (Google/Apple):

- Basic profile information (name, email)
- Unique identifier (sub)
- Profile picture (if available)

Payment Provider (Google/Apple):

- Payment method details (stored by Google & Apple, not us)
- Transaction history
- Billing address (if provided)

2.4 Cookies and Tracking Technologies

Our mobile App does not use cookies. Our website may use cookies for:

- Session management
- Analytics
- Security purposes

3. How We Use Your Information

3.1 Service Provision

We use your information to:

- Create and manage your account
- Execute and monitor your prompts
- Send notifications when conditions are met
- Process payments and manage subscriptions
- Provide customer support
- Communicate service updates

3.2 Service Improvement

We use aggregated and anonymized data to:

- Analyze usage patterns
- Improve AI accuracy
- Optimize performance
- Develop new features
- Fix bugs and technical issues

3.3 Legal and Safety

We may use your information to:

- Comply with legal obligations
- Enforce our Terms of Service
- Protect against fraud and abuse
- Investigate security incidents
- Protect rights and safety

3.4 Marketing and Communications

With your consent, we may use your information to:

- Send promotional emails
- Announce new features
- Share tips and best practices

You can opt out of marketing communications at any time.

4. How We Share Your Information

4.1 Service Providers

We share information with third-party service providers that help us operate our Service:

- **Microsoft Azure:** AI processing and analytics
- **Amazon Web Services (AWS):** Hosting and infrastructure
- **Serper:** Web search functionality
- **Google/Apple:** Authentication services & payment processing for in-app purchases
- **Expo:** Push notification delivery

These providers are contractually obligated to protect your information and use it only for providing services to us.

4.2 Legal Requirements

We may disclose your information if required by law or in response to:

- Court orders or subpoenas
- Government requests
- Legal proceedings
- Law enforcement investigations

4.3 Business Transfers

If we merge with, acquire, or are acquired by another company, your information may be transferred as part of that transaction. We will notify you before your information is transferred and becomes subject to a different privacy policy.

4.4 Aggregated Information

We may share aggregated, anonymized information that cannot identify you with:

- Business partners
- Advertisers (if applicable)
- Public research

4.5 With Your Consent

We may share your information for other purposes with your explicit consent.

5. Data Retention

5.1 Active Accounts

We retain your personal information for as long as your account is active and as necessary to provide you with our Service.

5.2 After Account Deletion

When you delete your account:

- Personal data is deleted after a 7-day grace period
- Some information may be retained for legal compliance:
 - Transaction records (7 years for tax purposes)

- Audit logs (indefinitely for security)
- Legal hold data (as required)

5.3 Prompt Data

- Active prompts: Retained while active
- Completed prompts: Retained until user deletes
- Prompt results: Retained until user deletes

6. Data Security

6.1 Security Measures

We implement appropriate technical and organizational measures to protect your information:

- **Encryption:** Data encrypted in transit (TLS/SSL) and at rest (AES-256)
- **Access Controls:** Third-party authentication (Google/Apple) with their security standards
- **Payment Security:** Payment processing handled by Google & Apple, PCI DSS Level 1 certified providers. We never directly handle or store your payment card information
- **Infrastructure:** Secure AWS environment with VPC isolation
- **Monitoring:** 24/7 security monitoring and intrusion detection
- **Updates:** Regular security patches and updates

6.2 Data Breach Response

In the event of a data breach:

- We will notify affected users within 72 hours
- We will provide information about what occurred
- We will offer guidance on protective steps
- We will cooperate with authorities as required

6.3 Your Responsibilities

You are responsible for:

- Maintaining account security
- Using strong authentication
- Promptly reporting unauthorized access
- Keeping your device secure

7. Your Privacy Rights

7.1 Access and Portability

You have the right to:

- Access your personal information
- Receive a copy of your data in a portable format
- Know what information we have about you

7.2 Correction and Update

You can:

- Update your account information through the App
- Request corrections to inaccurate data
- Add supplementary information

7.3 Deletion

You can delete your account at any time through the App. This will:

- Remove your personal information (after 7-day grace period)
- Cancel active prompts
- Terminate subscriptions

Some information may be retained as described in Section 5.2.

7.4 Objection and Restriction

You can:

- Opt out of marketing communications
- Object to processing for analytics purposes
- Request we limit use of disputed data

Note: Some processing is essential for service operation and cannot be restricted while maintaining an active account.

7.5 Withdraw Consent

Where we rely on consent, you can withdraw it at any time. This does not affect the lawfulness of processing before withdrawal.

8. Data Transfers

8.1 Location of Processing

Your information is processed in the United States in AWS data centers (us-east-1 and us-west-1 regions).

8.2 International Transfers

If you access our Service from outside the United States:

- Your information will be transferred to the US
- US privacy laws may differ from your jurisdiction
- By using our Service, you consent to this transfer

8.3 Transfer Safeguards

For users in the European Economic Area (EEA), we rely on:

- Standard contractual clauses
- Appropriate safeguards under GDPR Article 46

9. Children's Privacy

9.1 Age Requirements

Our Service is intended for users aged 13 and older. We do not knowingly collect information from children under 13.

9.2 Parental Rights

If we learn we have collected information from a child under 13:

- We will delete that information promptly
- Parents may contact us to request deletion

9.3 Teen Users (13-17)

For users aged 13-17:

- Parental consent may be required in some jurisdictions
- Parents may request access to their teen's information
- Additional protections may apply under local law

10. California Privacy Rights

10.1 California Consumer Privacy Act (CCPA)

California residents have additional rights under the CCPA:

Right to Know:

- Categories of personal information collected
- Sources of information
- Business purposes for collection
- Categories of third parties with whom we share information

Right to Delete:

- Request deletion of personal information
- Subject to certain exceptions

Right to Opt-Out:

- We do not sell personal information

- You can opt out of certain sharing

Right to Non-Discrimination:

- We will not discriminate for exercising privacy rights

10.2 California "Shine the Light" Law

California residents may request information about disclosure of personal information to third parties for direct marketing purposes. We do not share personal information for such purposes.

10.3 Do Not Track

We do not currently respond to Do Not Track signals.

11. European Privacy Rights

11.1 Legal Basis for Processing (GDPR)

We process your information based on:

- **Contract:** To provide our Service
- **Consent:** For marketing and optional features
- **Legitimate Interests:** For security and improvement
- **Legal Obligations:** To comply with laws

11.2 EU Data Subject Rights

If you are in the EEA, you have rights under GDPR including:

- Right to access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to data portability
- Right to object
- Rights related to automated decision-making

11.3 Supervisory Authority

You have the right to lodge a complaint with your local supervisory authority.

11.4 Data Protection Officer

For privacy inquiries, contact: info@tellmewhen.com

12. Third-Party Services

12.1 Third-Party Privacy Policies

Our Service integrates with third parties that have their own privacy policies:

- [Google Privacy Policy](#)
- [Apple Privacy Policy](#)
- [Microsoft Azure Privacy](#)
- [AWS Privacy](#)

12.2 Third-Party Content

When our Service accesses third-party websites on your behalf:

- We do not control their privacy practices
- Their privacy policies apply to their content
- We only collect what's necessary for your prompts

13. Updates to This Policy

13.1 Notification of Changes

We may update this Privacy Policy periodically. We will notify you of material changes by:

- Email notification
- In-app notification
- Prominent notice on our website

13.2 Effective Date

Changes become effective:

- For new users: immediately
- For existing users: 30 days after notice
- Unless required sooner by law

13.3 Continued Use

Continued use of our Service after changes constitutes acceptance of the updated policy.

14. Contact Us

14.1 Privacy Inquiries

For privacy-related questions or to exercise your rights, contact:

Email: info@tellmewhen.com

Phone: +1 (305) 209-6015

Mail: TellMeWhen Corporation

390 NE 191st St, Suite 17246

Miami, Florida 33179

14.2 Response Time

We aim to respond to privacy requests within:

- General inquiries: 5 business days
- Rights requests: 30 days (or as required by law)
- Data breach notifications: 72 hours

14.3 Identity Verification

For security, we may require identity verification before processing privacy requests.

15. Additional Disclosures

15.1 Analytics

We use analytics to improve our Service:

- Usage patterns (aggregated)
- Feature popularity
- Performance metrics
- Crash reports

This data is anonymized and cannot identify individual users.

15.2 Security Incidents

We maintain logs for security purposes:

- Login attempts
- API access
- System events
- Error logs

These logs are retained for security and debugging purposes.

15.3 AI Processing

Your prompts are processed by AI systems:

- Azure OpenAI for interpretation
- Results are associated with your account
- We do not use your prompts to train AI models
- AI processing occurs in Microsoft Azure data centers

15.4 Notification Delivery

Push notifications are delivered through:

- Apple Push Notification Service (iOS)
- Firebase Cloud Messaging (Android)
- Expo notification service

These services have their own privacy practices.

16. Definitions

- **Personal Information:** Information that identifies or could identify you
 - **Service:** The TellMeWhen app and related services
 - **Prompt:** A monitoring request you create
 - **Third Party:** An entity other than you or TellMeWhen
 - **Processing:** Any operation performed on personal information
-

By using TellMeWhen, you acknowledge that you have read and understood this Privacy Policy.

This Privacy Policy is incorporated into and subject to our Terms of Service.