



Updated December 1, 2024

Reply Hacks Privacy Policy

Your privacy is important to us, we only collect, store and keep information about you if we have a legitimate reason to do so. We aim to make it as simple as possible for you to understand how we gather, use, and share your personal information and to control what information on our website or application is shared publicly, kept private or permanently deleted.

Where do we collect your information from?

During your interaction with us, we collect information from three sources:

1. **Directly from you, if and when you provide information to us**
2. **Information about you from other sources, at your instruction and with your consent**
3. **Automatically when you're using our website or application**

As follows:

1. The information you provide us

Basic account information (required). We ask for basic information from you in order to set up your account. For example, we require individuals who sign up to provide an email address and password, along with a username or name, a date of birth, a phone number, a gender, a city and a country of residence. You may provide us with other information you want to share, but we don't require that information to create an account.

User profile information (optional). If you have an account with us, we store the additional information that you're comfortable to display on your user profile, like a photo or a short "about me" description, among other options. Your user profile is visible to our registered members only.

Payment information (if applies). If you want to use some of our paid services or earn revenue through our site you also need to provide us with payment information. Depending on the method of payment used, the information we collect may include your name, credit card information, and associated contact information. We also keep a record of the purchases you've made. If you earn revenue through our website or application, we must verify your identity prior to releasing the funds, to prevent fraud.

Content information (if applies). Your website or application activity is completely private. Note that if you choose to publish screenshots of it or share them with us, then it becomes public content. You might

also provide us with information about you in draft and published content like text or media you choose to upload.

Communications with us (if applies). When you communicate with us via form, email, phone or other media, we store a copy of our communications, including any call recordings as permitted by applicable law.

Job applicant information (if applies). If you apply for a job with us, you may provide us with information like your name, contact information, resume or CV, professional or personal references, similar professional and employment-related data, and work authorization verification as part of the application process. With your consent we may also collect additional information about you during the process, like demographic information, background and social media checks in accordance with applicable law.

2. Information about you from other sources

Third-party log in. If you log in to your Reply Hacks account through another service (like Google or Facebook) we'll receive associated login information (e.g., a connection token, your username, your email address). The information we receive depends on which services you use or authorize and what options are available.

3. Information we collect automatically

Log information. When you use or access our website or application, we collect information that web browsers, mobile devices, and servers typically make available, including the browser type, IP address, unique device identifiers, language preference, referring site, the date and time of access, operating system and network provider information.

Purchase information. When you make a purchase through our services, we collect information about the transaction, such as product details, purchase price, and the date and location of the transaction.

Usage information: We collect information about your usage of our services and your settings and preferences. We store information about the actions that site administrators and users perform on our website or application, to prevent fraud and for troubleshooting. We also collect information about what happens when you use our services, for example page views, searches or direct interactions with our services. We use this information to understand and make predictions about user retention and improve the quality and performance of our services.

Device information. We collect general information about your device, like screen size, network provider, and device manufacturer. We use this information to, for example get insights on how people use our services so we can make our services widely accessible.

Location information. We may determine the approximate location of your device from your IP address. We collect and use this information to, for example, calculate how many people visit our facilities from certain geographic regions.

Information from cookies & similar technologies. Like many websites, Reply Hacks uses "cookies" to enhance the user experience, to operate parts of the services, to collect website usage data or to keep track of online purchasing transactions, except for the UK, where he uses "biscuits" for the same purposes. A cookie/biscuit is a string of information that a website stores on a visitor's device, and that

the visitor's browser serves to the website each time the visitor returns. Yummy! Cookies are meant to provide you with a safer, better and faster experience and to help us deliver specific services. They're used for authentication and security, functionality, analytics, research, development and personalization across devices. Sensitive personal information is not stored within cookies. There are four types of cookies most websites and applications, ours included, use:

- **Required.** These cookies are essential for our website and services to perform basic functions and operate certain features. They allow registered users to authenticate and perform account-related functions, store user preferences such as account name, language and location, and ensure our services are operating properly.
- **Analytics and performance.** These cookies allow us to optimize performance by collecting information on how users interact with our website, including which pages are visited most, as well as other analytical data. We use these details to improve how our website functions and to understand how users interact with it.
- **User profiling and interests.** These cookies are set to provide you with fitted content and to understand that content's effectiveness. They may be used to collect information about your online activity across different websites to predict your preferences and to display more relevant content to you.
- **Stats cookies.** These cookies tally the unique numbers of visitors to a site, as well as the number from specific geographic locations.

For what purposes do we use the information we collect?

We use information about you for the purposes listed below:

To provide our services to you. For example, to set up and maintain your account, to backup and restore your preferences and content, to help provide customer service or to process payments and orders.

To ensure quality, maintain safety and help improve our services. For example, to help provide automatic upgrades and new versions of our services, to verify user information or to analyze how users interact with our website or application so we can create new features that we think our users will enjoy or make our services easier to use.

To help advertise our services and measure the effectiveness of our marketing strategies. For example, to help customize our marketing messages to groups of our users (like those who have a particular plan with us or have been users for a certain length of time), to analyze the results of our marketing campaigns (like how many people purchased a paid plan after receiving a marketing message), or to analyze, understand and forecast our users' interest in different services we provide.

To protect our services, our users and the public. For example, by detecting security incidents, detecting and protecting against malicious, deceptive, fraudulent or illegal activity, fighting spam, complying with our legal obligations, or protecting our and others' rights and property, which may result in us, for example, declining a transaction or terminating an infringing account.

To fix problems with our Services. For example, by monitoring, debugging, repairing, and preventing issues.

To improve the user experience. For example, to retrieve users' feedback so we can deliver better content.

To communicate with you. For example, to make service announcements, to verify your payment, to keep you up to date on our service, to share tips for getting the most out of our products, or to share offers and promotions that we think might be of interest to you.

Sharing Policies

We only share information about you under limited circumstances, when necessary, with reason and without affecting your privacy, as following:

With third-party service providers. We may share limited data about you with third-party service providers who need the information in order to deliver their services to you and to us, or process the information on our behalf. This includes payment providers that process your credit and debit card information or fraud prevention services that allow us to analyze fraudulent payment transactions. We may share statistical and demographic data with those assisting us with our marketing efforts, with appropriate safeguards on your privacy. We may share your data with cloud storage services, email delivery services, analytics services and those who provide tools to help us run and manage our operations like programs that help us with task management, scheduling, word processing, email and other communications and collaboration among our teams. We require our third-party service providers to abide by this Privacy Policy for any personal information that we share with them.

Aggregated or de-identified information. We may share information that has been aggregated or de-identified, so that it can no longer be used to identify you. For instance, we may publish aggregate statistics about the use of our services or we may share statistical and demographic data with our sponsors and business partners. Advertising and sponsorship revenues enable us to keep our products and services at top level whilst maintaining your subscription price low, or in some cases free.

Support requests. If you send us a request for assistance (for example, via a support email, social media, or one of our other feedback mechanisms), we reserve the right to publish that request if we believe it's of general interest, to help us support other users in similar situations.

Information shared publicly by you. Information like your public profile or other content that you make public on our website or on other media in relation to our website are all available to others. Your public information may also be indexed by search engines or used by third parties. Please keep all of this in mind when deciding what you would like to share publicly.

With your consent. We may share and disclose information with your consent or at your direction. For example, we may share your information with third parties when you request or authorize us to do so.

To protect property or rights. We may disclose information about you when we believe in good faith that disclosure is reasonably necessary to protect the property or rights of our company, our users, third parties, or the public in general.

To prevent harm. We may use or disclose information about you when we have reasons to believe that disclosure is necessary to protect the safety of any person including yourself, for example, if we have a good faith belief that there is an imminent danger of death or serious physical injury, we may disclose information related to the emergency without delay.

Due to legal and regulatory requirements. We may disclose information about you to comply with a law or regulation or in response to a subpoena, court order, or other governmental request.

How long do we keep your information?

We generally keep your personal information as long as you keep your account. In case of policy infringements or when required by law, we may have to keep your information longer. For example, if an account is suspended due to policy violations, we may keep the identifiers used to create the account (i.e., email address or phone number) indefinitely to prevent repeat policy offenders from creating new accounts.

We generally discard the additional data we collect when it's no longer needed for the purposes above mentioned and we're not legally required to keep it. For example, we keep log information, like the visitor's IP address, browser type, and operating system, for approximately 30 days. This information is useful to analyze traffic to our website, detect and address possible threats or technical issues.

We generally keep your deleted content for thirty days in our trash folder in case you change your mind and would like to restore that content. After the thirty days are up, the deleted content may remain on our backups and caches until purged.

Security

While no online service is 100% secure (what in life is?), we work very hard to protect information about you against unauthorized access, use, alteration, or destruction, and take reasonable measures to do so. We constantly monitor our services for potential vulnerabilities and attacks.

Your Options

You have several choices available to manage and control your information:

Edit the information that you provide on your public profile. You can access, correct, or modify your personal information by editing your profile and adjusting your account settings. For security reasons you will be required to verify your identity prior to making important changes.

Control access to your information on your mobile device. Your mobile device operating system should provide you with the option to discontinue our ability to collect stored information or location information via our mobile app. The drawback is that you may not be able to use certain features.

Set your browser to reject cookies. You can usually choose to set your browser to remove or reject cookies before using a website. If you choose to do so, certain features of our website that require the aid of essential cookies may not function properly. Some Internet browsers may be configured to send “Do Not Track” signals to the online services that you visit. At this time, Reply Hacks does not respond to “do not track” signals across all of our services.

Unsubscribe from our marketing communications. You may opt out of receiving promotional communications from us. Just follow the instructions in those communications or let us know. If you unsubscribe from promotional communications, we may still send you other communications, like those concerning your account and legal notices.

Delete your information. When You choose to delete your account, your username and public profile, together with your other personal information and your app possessions will be gone. Yep, all gone. You will need to create a new account if you change your mind.

Rights and legal bases for collecting and using information

Your rights under GDPR and similar data protection regulations

If you are located in the European Union, UK or other countries that fall under the scope of the European General Data Protection Regulation (aka the “GDPR”), also in some other countries with similar regulations around the world you may have certain rights to access and control your personal data. These rights include:

- The right to access. You have the right to request us for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification. You have the right to request us to correct or complete any information you believe is inaccurate or insufficient.
- The right to erasure. You have the right to request us to delete your personal data, under certain conditions.
- The right to restrict processing. You have the right to request us to limit the processing of your personal data, under certain conditions.
- The right to object to processing. You have the right to object to processing your personal data, under certain conditions.

- The right to data portability. You have the right to request us to transfer the data we collected about you to another organization or directly to you, in a structured, commonly used, machine-readable format, subject to applicable laws.
- The right to complain to a data protection authority.

To make such requests, you can send us an email using the form on our website contact page. We will consider and handle all requests in accordance with the applicable laws. Note that restricting processing your personal data may affect some of the service functionalities for you.

Legal grounds for processing information about you under EU data protection laws

Our use of your information is based on the grounds that:

- The use is necessary in order to fulfill our commitments to you under the applicable terms of service or other agreements with you or is necessary to manage your account, for example to enable your access to our website on your device or charge you for a paid plan
- The use is necessary for compliance with a legal obligation
- The use is necessary in order to protect your vital interests or those of another person
- We have a legitimate interest in using your information, for example to provide, update, improve, customize, market, monitor and safeguard our services, and to communicate with you
- You have given us your consent, for example to place certain cookies on your device and access and analyze them later on, as described in this Privacy Policy

Your rights under some US states privacy laws

In some US states you have additional rights subject to any exemptions provided by your state's respective law, including the right to:

- Determine if your data can be collected
- Opt out of having your data sold to third parties
- Access and review the data that is collected about you
- Ensure the accuracy of your stored personal data
- Request to have your data deleted
- Receive prompt alerts if your data is compromised during a data breach

Laws in California, Colorado, Connecticut, Utah, and Virginia, require us to provide residents with an additional notice comprising our data practices over the prior 12 months about the categories of personal information we collect and share. You'll find that information in this section. In the last 12 months, we collected the following categories of personal information, depending on the Services used:

- Identifiers (user names, contact information, device information and online identifiers), collected for functionality, communication and research
- Commercial information (user billing information and purchase history), collected for receiving payments, providing our services and for security reasons

- Characteristics protected by law (gender), collected as part of our demographic analytics program, used for research
- Internet or other electronic network activity information (such as usage of our services), collected as part of our analytics program
- Geolocation data (such as user location based on IP address), collected as part of our analytics program
- Audio, electronic, visual or similar information (such as user profile picture, if uploaded), collected for no particular reason other than being part of our features
- Professional, education, or employment-related information (from job applications), collected for human resources purposes
- Inferences we make (such as likelihood of retention or attrition), collected for marketing research purposes

Please refer to the above sections in this policy for more details about where we get the personal information from each category, how and why we use it.

International transfers of personal information

Our company and its service providers are based in Mexico and the United States. Our services are offered worldwide. If you reside outside Mexico, you acknowledge that the information about you that we process when you use our services in your country of jurisdiction may be transferred, used, stored, and/or accessed by entities operating in countries with different laws governing data collection, use and disclosure. By using our services, you explicitly consent to your data transfer and processing, as set forth herein, consistent with applicable law.

Children Privacy

Our audience must be old enough to understand social interactions. The recommended minimum age is 14 years. Although there may be traces of sensitive language in the app playbook or in user comments, many teenagers have already come across such expressions and we believe it's never too late or too early to learn to identify manipulators of all kind. If you're a parent, please take this into account if you're signing up for your child.

Changes of Ownership

In the eventuality of a merger, reorganization, acquisition or sale of company assets, we may share or transfer your information as part of the assets. If any of these events were to happen you will be notified and this Privacy Policy would continue to apply to your information and the party receiving your

information may continue to use your information in compliance with this Privacy Policy until further notice.

Will this policy change?

Updates are to be expected from time to time. Our services evolve constantly, so are the laws in different parts of the world. If we make a significant change to our Privacy Policy, we will notify you and provide you with the opportunity to review the revised Privacy Policy before you continue using our services.

Contact Information

We want to hear from you if you have thoughts or questions about this Privacy Policy. You can contact us by email at replyhacks@gmail.com, using the contact form available on our website <https://replyhacks.com/contact> or by regular mail at the address below:

Reply Hacks

Attn: **Privacy Agent**

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