

## **1. Privacy Policy (Legally Required in India)**

*Includes compliance with IT Act, 2021 Rules, and DPDP Act guidelines.*

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### **Privacy Policy – Guarantee App**

**Last Updated:** 02/12/2025

Guarantee App (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and safeguard your information when you use our website and mobile application.

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### **1. Information We Collect**

We may collect:

#### **1.1 Personal Information**

- Name
- Email address
- Phone number (optional)
- Age confirmation (18+)

#### **1.2 App Usage Data**

- Activities completed
- Progress in quitting tobacco
- Audio/video session usage
- App interaction logs

#### **1.3 Device Information**

- Device type
- IP address
- OS version
- Mobile network info

#### **1.4 Payment Information**

Handled **exclusively** by:

- Google Play
- Apple App Store

We **do not** store credit/debit card details.

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## 2. How We Use Your Information

We use your data to:

- Deliver app features
- Track progress & personalize sessions
- Improve app performance
- Send support communication
- Prevent abuse, fraud, or misuse

We **never sell or rent** your personal information.

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## 3. Sharing of Information

We may share data with:

- Analytics providers (Firebase, Google Analytics)
- Cloud hosting partners
- Payment gateways (App Stores only)

Only for functionality — never for marketing without consent.

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## 4. Data Protection & Security

We use:

- Encryption
- Secure servers
- Access controls
- Regular audits

However, no system is 100% secure; you share data **at your own risk**.

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## 5. User Rights

You may:

- Access your data
- Request correction
- Request deletion
- Opt out of marketing
- Withdraw consent

Write to us at [happyhumans2025@gmail.com](mailto:happyhumans2025@gmail.com).

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## 6. Children's Privacy

We do **not** allow users below **18 years**.

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## 7. Updates to Policy

We may update this Policy anytime. Continued use means acceptance.

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## 8. Contact Us

 Email: [happyhumans2025@gmail.com](mailto:happyhumans2025@gmail.com)

 Website: [happyhumans.net](http://happyhumans.net)

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## 2. Refund & Cancellation Policy (Mandatory for Paid Apps)

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### Refund & Cancellation Policy – Guarantee App

**Last Updated:** 02/12/2025

All payments for Guarantee App are processed through:

- Google Play Store
- Apple App Store

Therefore, refunds are handled according to their respective policies.

### 1. Refund Eligibility

Refunds may be granted if:

- There is a technical issue preventing access
- The purchase was accidental
- Google/Apple approves your request

We **cannot issue refunds directly**.

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### 2. How to Request a Refund

#### Android Users (Google Play):

Request via Google Play → Order History → Refund Request.

## **iOS Users (App Store):**

Visit Apple's Report a Problem → Select Purchase → Request a Refund.

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### **3. Subscription Cancellation**

You may cancel any subscription from:

- Google Play Subscription Settings
- Apple App Store Subscription Settings

Cancellations apply to the **next billing cycle**.

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### **3. Disclaimer Policy (Important for Health-Focused Apps)**

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#### **Disclaimer – Guarantee App**

**Last Updated:** 02/12/2025

Guarantee App provides guidance, motivation, and habit-support content to help users quit chewing tobacco.

#### **We do not provide:**

- medical advice
- clinical treatment
- diagnosis
- prescriptions
- emergency support

Always consult a **doctor** or qualified healthcare professional for medical concerns.

Use of the App is entirely **at your own risk**.

Guarantee App is **not responsible** for:

- health changes
- emotional responses
- withdrawal symptoms
- personal decisions or outcomes

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#### **4. Terms of Service (Already Provided Earlier)**

You already have this fully customized — we can merge it into your website as well.

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#### **OPTIONAL BUT RECOMMENDED POLICIES**

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#### **5. Cookie Policy (For Website Users)**

This is recommended if your website uses:

- Google Analytics
- Meta Pixel
- Cookies
- Tracking scripts

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#### **Cookie Policy – Guarantee App**

We use cookies to:

- Improve site experience
- Analyze website traffic
- Understand user behavior

By using our site, you consent to our use of cookies.

You can disable cookies via your browser settings.

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#### **6. Community Guidelines (If You Offer Chat/Group Features)**

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#### **Community Guidelines – Guarantee App**

Users must:

- behave respectfully
- avoid abuse or harassment
- not provide harmful advice
- avoid promoting tobacco products
- not impersonate others

Violations may result in account suspension or termination.

