

Privacy Policy

Last Updated: September 1st, 2024

Limonata ("we," "our," "us") is dedicated to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you interact with our services. By accessing or using Limonata, you agree to the terms and practices described in this Privacy Policy. Please take a moment to familiarize yourself with our practices and contact us if you have any questions.

1. Information We Collect

We collect various types of information to provide and improve our services. This includes:

1.1 Personal Information

- **Name:** We collect your name to personalize your experience and for account creation.
- **Email Address:** Your email is used for communication, account recovery, and marketing purposes if you opt in.
- **Phone Number:** Your phone number may be collected for account security, support, and verification processes.
- **Payment Information:** For users who purchase our paid services, we collect payment details (such as credit card information) to process transactions. This data is handled securely through our third-party payment processors.

1.2 Usage Data

- **IP Address:** We collect your IP address to help us understand how you use our platform, improve our services, and ensure the security of our systems.
- **Device Information:** Information about the device you use to access Limonata, including the device model, operating system, and browser type.
- **Log Data:** We automatically collect log data, such as the time and date of your interactions with Limonata, pages viewed, and other diagnostic information to improve our service quality.

1.3 Uploaded Files

- **Content You Upload:** Any files you upload to Limonata (such as images, PDFs, videos, and audio files) are collected to enhance your study experience. These files are vectorized and used to create AI-generated flashcards, StudyGuides, quizzes, chat interactions, and other educational tools.

2. How We Use Your Information

We use the information we collect in the following ways:

2.1 To Provide and Maintain Our Service

- **Account Management:** We use your information to create and manage your account, including providing customer support.
- **Service Personalization:** The content you upload and the information you provide help us tailor the study tools and materials to your needs.
- **Payment Processing:** We use your payment information to process transactions and manage billing for our paid services.

2.2 For Communication

- **Marketing Communications:** If you opt in, we may use your email address to send you newsletters, promotional offers, and updates about new features and services.
- **Service Notifications:** We may send you important notifications regarding your account, security updates, and other essential communications.

2.3 To Improve Our Services

- **Data Analysis:** We analyze the usage data and user-uploaded content to enhance our platform's functionality and user experience.
- **AI Model Training:** The content you upload is used as context for our third-party AI models to generate personalized study materials like flashcards and quizzes.

3. Data Sharing and Disclosure

We value your privacy and only share your information in specific circumstances:

3.1 Third-Party Service Providers

We engage third-party companies to provide services on our behalf, such as payment processing, hosting, and AI model development. These providers have access to your personal information only to perform these tasks and are contractually obligated to protect your data.

3.2 Legal Requirements

We may disclose your personal information if required by law or in response to valid requests by public authorities (e.g., a court or government agency).

3.3 Business Transfers

If Limonata is involved in a merger, acquisition, or asset sale, your personal information may be transferred as part of that transaction. We will notify you before your personal information is transferred and becomes subject to a different privacy policy.

4. Data Storage and Security

We take the security of your data seriously and implement several measures to protect it:

4.1 Secure Storage

Your data is stored on secure servers that are protected against unauthorized access, alteration, or disclosure. We use industry-standard encryption methods to safeguard your data during transmission and at rest.

4.2 Data Retention

We retain your personal information only for as long as is necessary to fulfill the purposes for which it was collected, including any legal or reporting requirements. Once your data is no longer needed, we will securely delete or anonymize it.

4.3 Security Measures

We implement a variety of security measures, including encryption, firewalls, and secure access protocols, to ensure the confidentiality and integrity of your data. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. User Rights

We respect your privacy rights and provide you with the following options:

5.1 Access and Portability

You have the right to request access to the personal information we hold about you and to request a copy of your data in a portable format.

5.2 Correction

If any of your personal information is inaccurate or incomplete, you have the right to request correction or update of your information.

5.3 Deletion

You may request the deletion of your personal information. However, please note that we may be required to retain certain information for legal or administrative purposes.

5.4 Restriction of Processing

In certain circumstances, you may request that we restrict the processing of your personal information, particularly if you contest its accuracy or if you object to our processing practices.

5.5 Objection to Processing

You have the right to object to the processing of your personal information for direct marketing purposes or any other purpose based on our legitimate interests.

5.6 Withdrawal of Consent

If you have provided consent for the processing of your personal information, you may withdraw it at any time. This will not affect the lawfulness of processing based on consent before its withdrawal.

To exercise any of these rights, please contact us at privacy@limonata.app. We will respond to your request within a reasonable timeframe and in accordance with applicable data protection laws.

6. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our platform:

6.1 Types of Cookies We Use

- **Essential Cookies:** These cookies are necessary for the operation of our platform and enable you to use its core features.
- **Analytical Cookies:** We use these cookies to understand how users interact with our platform, which helps us improve the user experience.
- **Marketing Cookies:** These cookies are used to deliver relevant advertisements to you and measure the effectiveness of our marketing campaigns.

6.2 Managing Cookies

You can control the use of cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of our platform.

7. International Data Transfers

As a global platform, Limonata may transfer your personal information to countries other than your own. These countries may have different data protection laws, but we take steps to ensure that your privacy is protected regardless of where your data is processed.

If you are located in the European Economic Area (EEA), we comply with the General Data Protection Regulation (GDPR) and ensure that your data is transferred in accordance with applicable legal standards.

8. Compliance with Laws and Regulations

We comply with all applicable data protection laws and regulations, including:

8.1 GDPR (General Data Protection Regulation)

For users in the European Union, we adhere to the GDPR's requirements for data protection, including providing you with rights regarding your personal information and ensuring that your data is processed lawfully, fairly, and transparently.

9. Children's Privacy

Limonata is not intended for use by children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected such information, we will take steps to delete it as soon as possible. If you believe that we might have collected information from a child under 13, please contact us at privacy@limonata.app.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make changes, we will update the "Last Updated" date at the top of this page and notify you through our platform or via email, if required by law. We encourage you to review this Privacy Policy periodically to stay informed about our data protection practices.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us at:

Email: privacy@limonata.app

We are committed to addressing your concerns and ensuring that your privacy is respected.