

PRIVACY POLICY — SAPIOS

Effective Date: May 12, 2026

Welcome to [Sapios](#).

This Privacy Policy explains how Sapios (“Sapios”, “we”, “our”, or “us”) collects, uses, stores, processes, shares, and protects your information when you access or use our mobile applications, websites, services, features, and related technologies (collectively, the “Services”).

By accessing or using the Services, you acknowledge that you have read and understood this Privacy Policy.

1. WHO WE ARE

Sapios is a social and dating platform designed to help users create meaningful connections based on compatibility, interests, personality traits, and intellectual affinity.

For questions regarding this Privacy Policy, you may contact us at:

support@sapiosapp.com

Website: [Sapios Official Website](#)

2. REGIONAL AVAILABILITY

Sapios is currently available only in selected supported territories, including Mexico and Argentina.

Users accessing the Services from outside officially supported regions may experience limited functionality, restricted access, temporary feature limitations, reduced matching availability, or testing environments while Sapios continues international rollout, localization, moderation implementation, infrastructure validation, compliance reviews, and operational optimization.

Some functionality may not be fully available outside supported regions.

3. INFORMATION WE COLLECT

We may collect the following categories of information:

Account Information

- Email address
- Phone number
- Date of birth
- Login credentials
- Authentication information

Profile Information

- Gender
- Interests
- Preferences
- Biography
- Photos
- Videos
- Social profile content
- Approximate location

Identity Verification Information

Where available and legally permitted, Sapios may request:

- Government-issued identification documents
- Selfie verification images
- Identity validation data
- Facial comparison or biometric verification data

This information is used exclusively for fraud prevention, authenticity verification, moderation, and platform safety.

User Content

- Messages
- Photos
- Videos
- Audio
- User-generated content
- Communications with other users

Purchase and Subscription Information

- Subscription status
- Membership type
- Purchase history
- Transaction identifiers
- Billing-related metadata

Payments are processed by third-party platforms such as:

- [Apple App Store](#)
- [Google Play Store](#)

Sapios does not directly store complete payment card information.

Device and Technical Information

- Device type
- Operating system
- App version
- IP address
- Browser type
- Crash reports
- Device identifiers
- Language settings

Usage Information

- Features used
- Session activity
- Interactions
- App performance
- Log information
- User engagement metrics

Location Information

With your permission, Sapios may collect approximate or precise geolocation information to provide location-based functionality and improve matching experiences.

You may disable location permissions through your device settings at any time.

4. HOW WE USE INFORMATION

We use information to:

- Provide and operate the Services
 - Create and manage accounts
 - Authenticate users
 - Verify identity and reduce fraud
 - Improve matching and recommendations
 - Personalize user experiences
 - Provide customer support
 - Maintain safety and moderation systems
 - Analyze usage and platform performance
 - Improve infrastructure and features
 - Process subscriptions and purchases
 - Prevent abuse, scams, fraud, or illegal activity
 - Comply with legal obligations
 - Enforce our Terms of Use
 - Protect users and platform integrity
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5. LIMITED ACCESS AND TESTING ENVIRONMENTS

Due to Sapios' phased international rollout and infrastructure optimization process, some users outside supported regions may access versions of the Services operating under limited-access, testing, compatibility validation, localization, moderation review, operational review, or evaluation environments.

As a result:

- Certain features may be unavailable or incomplete.
- Matching functionality may be reduced.
- User availability may vary by region.
- Some services may operate differently across territories or platforms.
- Certain premium features or subscriptions may not yet be supported in all jurisdictions.

Sapios reserves the right to modify, suspend, restrict, or expand access to any feature, service, or region at any time.

6. INFORMATION SHARING

We may share information with:

Service Providers

Third-party providers assisting with:

- hosting,
- analytics,
- customer support,
- moderation,
- infrastructure,
- authentication,
- fraud prevention,
- communications,
- and payment processing.

Platform Providers

Including:

- [Google Firebase](#)
- [Amazon Web Services](#)
- [Amazon Rekognition](#)

These providers help operate infrastructure, authentication, security systems, storage, and identity verification technologies.

Legal Compliance

We may disclose information:

- to comply with laws,
- respond to legal requests,
- enforce policies,
- investigate fraud,
- protect safety,
- or defend legal rights.

Business Transfers

In connection with mergers, acquisitions, financing, restructuring, or sale of assets.

7. COOKIES AND SIMILAR TECHNOLOGIES

Sapios may use:

- cookies,
- analytics technologies,
- SDKs,
- local storage,
- and similar technologies

to:

- improve performance,
- remember preferences,
- maintain security,
- analyze usage,
- and optimize the Services.

You may manage certain permissions through your browser or device settings.

8. DATA RETENTION

Sapios retains information only for as long as reasonably necessary to:

- provide the Services,
- fulfill legal obligations,
- resolve disputes,
- prevent fraud,
- enforce agreements,
- and maintain platform integrity.

Retention periods may vary depending on:

- legal requirements,
- account status,
- security investigations,
- operational needs,
- or applicable regulations.

When information is no longer necessary, Sapios may delete, anonymize, or securely dispose of it.

9. SECURITY

Sapios implements commercially reasonable technical, organizational, and administrative safeguards designed to protect information against unauthorized access, loss, misuse, disclosure, or alteration.

These measures may include:

- HTTPS encryption,
- authentication systems,
- access controls,
- fraud detection systems,
- monitoring technologies,
- and infrastructure security protections.

However, no system can guarantee complete security.

10. YOUR RIGHTS

Depending on your jurisdiction and applicable law, you may have rights to:

- access your information,
- correct inaccurate data,
- request deletion,
- restrict certain processing,
- object to processing,
- withdraw consent,
- or request a copy of your information.

Requests may be submitted to:

support@sapiosapp.com

Sapios may require identity verification before processing requests.

11. CHILDREN'S PRIVACY

Sapios is intended only for individuals 18 years of age or older.

We do not knowingly allow minors to use the Services.

If we become aware that a user is under 18 years old, we may suspend or permanently delete the associated account and information.

12. INTERNATIONAL USERS

Users accessing the Services outside supported regions acknowledge that information may be processed and stored in countries where Sapios or its service providers operate infrastructure.

By using the Services, you consent to such transfers where permitted by law.

13. CHANGES TO THIS PRIVACY POLICY

Sapios may update this Privacy Policy from time to time.

Updated versions will be published with a revised effective date.

Continued use of the Services after updates become effective constitutes acceptance of the revised Privacy Policy.

14. CONTACT

For questions regarding this Privacy Policy or data protection matters:

support@sapiosapp.com

Website: [Sapios Official Website](#)