

## SoundGlide Chat App Privacy Policy

Thank you for choosing SoundGlide, a chat app designed to facilitate communication between users and companies. This Privacy Policy outlines our commitment to protecting your privacy and explaining how we collect, use, and disclose information in relation to the SoundGlide app.

### 1. Information We Collect

#### a. User-to-User Chats:

- SoundGlide does not have access to or read the content of chats between individual users. Conversations between users are end-to-end encrypted, ensuring the privacy and security of your personal communication.

#### b. Company-to-User Chats:

- SoundGlide has the ability to access and monitor chats between users and companies for quality assurance purposes. This includes reviewing conversations to ensure that users receive satisfactory services from the companies they engage with.

### 2. How We Use Information

#### a. User-to-User Chats:

- SoundGlide does not use or analyze the content of chats between individual users. The privacy of these conversations is paramount, and we do not engage in any form of monitoring, analysis, or data extraction.

#### b. Company-to-User Chats:

- SoundGlide may use information from chats between users and companies to assess the quality of services provided by the companies. This includes but is not limited to ensuring compliance with community guidelines, resolving disputes, and improving the overall user experience.

### 3. Information Sharing

#### a. User-to-User Chats:

- SoundGlide does not share, sell, or disclose the content of chats between individual users to any third parties. The content of these conversations is private and remains solely between the communicating users.

#### b. Company-to-User Chats:

- SoundGlide may share aggregated and anonymized data derived from chats between users and companies for analytical and business purposes. However, individual chat content will not be shared externally unless required by law or to enforce our Terms of Service.

### 4. Data Security

SoundGlide employs industry-standard security measures to protect your data from unauthorized access, disclosure, alteration, and destruction. Our commitment to data security ensures the confidentiality and integrity of the information exchanged within the app.

### 5. Updates to the Privacy Policy

SoundGlide reserves the right to update this Privacy Policy periodically to reflect changes in our practices and services. Users will be notified of any significant updates through the app or other communication channels.

### 6. Contact Information

If you have any questions, concerns, or requests regarding your privacy or this Privacy Policy, please contact us at [david@soundglide.com](mailto:david@soundglide.com).

By using the SoundGlide app, you agree to the terms outlined in this Privacy Policy.