

Privacy Policy

Collective App

Last Updated: February 12, 2026

Introduction

Collective ("we," "our," or "us") operates the Collective mobile application (the "App"). This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our App.

By using Collective, you agree to the collection and use of information as described in this policy. If you do not agree, please do not use the App.

1. Information We Collect

Data You Provide

- Account Information: Your name, email address, and phone number when you create an account.
- Profile Information: Your profile photo, display name, quip (status message), and privacy preferences.
- User-Generated Content: Posts, comments, photos, and messages you create within the App, including content shared in groups, the Confluence feed, Cyber Lounge chatrooms, events, mutual aid groups, and the barter market.
- Communication Data: Direct messages exchanged with other users, including text and images.

Data Collected Automatically

- Device Information: Device type and operating system version, solely for the purpose of delivering push notifications.
- Push Notification Tokens: Expo push tokens stored to enable message and activity notifications.

Data We Do Not Collect

- We do not collect precise geolocation data.
- We do not use cookies or web tracking technologies.
- We do not collect browsing history or data from other apps on your device.
- We do not use advertising identifiers or serve ads.

2. How We Use Your Data

We use the information we collect to:

- Provide, operate, and maintain the App and its features.
- Enable communication between users through direct messages, group posts, comments, events, mutual aid groups, the barter market, and Cyber Lounge chatrooms.
- Send push notifications for messages, chat requests, group invitations, and other activity relevant to your account.
- Enforce our content policies and community guidelines through automated and manual moderation.
- Enforce rate limits and usage policies to prevent abuse and spam.
- Improve and develop new features for the App.

3. How We Store and Protect Your Data

Data Storage

- Account and content data is stored using Google Firebase (Cloud Firestore), hosted on Google Cloud infrastructure.
- Photos and images** are stored using Cloudinary, a cloud-based media management service.
- Push notification tokens are stored in your user profile within Firebase.
- Methods of storage management are subject to change.

Security Measures

- All data is transmitted over encrypted HTTPS connections.
- Firestore security rules restrict data access based on authentication and authorization.
- Users can only access data they are permitted to see.
- Image uploads are secured through server-side signed authentication via Firebase Cloud Functions.
- Cloud Functions enforce rate limiting, content validation, and abuse prevention server-side.
- Firebase App Check is enabled to verify that requests originate from the authentic Collective app.
- Cloudinary strict transformations are enabled to prevent unauthorized use of our media storage.
- AI-powered content moderation is applied to uploaded images.

Data Sharing

4. We do not sell, rent, or trade your personal information to third parties.

We share data only with the following service providers, solely to operate the App:

- Google Firebase: Authentication, database, and Cloud Functions hosting.
- Cloudinary: Image storage, processing, and content moderation.
- Expo: Push notification delivery.

We may also disclose your information if required by law, regulation, legal process, or governmental request.

Content Expiration and Deletion

- **Group posts expire and are automatically deleted 90 days after creation, including all associated comments.**
- Barter market posts, events, mutual aid posts, and Confluence posts** may have their own expiration policies as described within the App.
- Expired content is permanently removed from our servers through automated daily cleanup processes.

5. Your Rights and Choices

Account Deletion

You may delete your account at any time through the App. When you delete your account:

- Your user profile and personal data are permanently deleted from Firebase.
- You are removed from all groups you are a member of.
- Your conversations are marked as deleted.
- Your uploaded images are removed from Cloudinary.
- Your Firebase authentication account is permanently deleted.

Profile Controls

- You can edit your name, profile photo, quip, and privacy settings at any time.
- You can set your profile to private.
- You can block other users, which severs all connections between your accounts.
- You can hide users from your feed without blocking them.
- You can opt in or out of the Everyone Network at any time.

Communication Controls

- Direct messages require mutual consent — you must accept a chat request before someone can message you.
- You can decline chat requests.
- You can delete conversations from your view.
- You can report users for policy violations.

6. Children's Privacy

Collective is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that a child under 13 has provided us with personal information, we will take steps to delete that information.

7. Data Retention

- Active account data is retained for as long as your account exists.
- User-generated content (posts, comments) is retained until it expires (90 days for group posts) or is deleted by the author.
- Deleted account data is permanently removed as described in Section 7.
- Reports submitted by users are retained for moderation and safety purposes.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify users of significant changes through the App or via email. Your continued use of the App after changes are posted constitutes your acceptance of the updated policy.

9. Contact Us

If you have questions or concerns about this Privacy Policy or your personal data, please contact us at: Email: collective.app@proton.me

This Privacy Policy is effective as of February 12, 2026.