Privacy Policy  
 Last updated: August 27, 2025

This Privacy Policy describes how Synro AB collects, uses, stores, and protects your personal data when you use our app. We are committed to protecting your privacy and handling your information in compliance with the General Data Protection Regulation (GDPR).

Information we collect  
 We collect the information you provide when using the app, such as your email, test results, routines, and app activity. In addition, information related to app performance, usage statistics, and crash reports may be collected automatically through third-party services. Payment details are processed securely by App Store or Google Play and are not stored by us.

How we use your data  
 Your data is used to help you track your experiences, follow changes over time, and receive personalized recommendations. Anonymized and aggregated data may also be used to improve the app, develop new features (including AI-based tools), and for internal research and product development. We also maintain detailed audit logs of all data access and processing activities. These logs are used exclusively to ensure transparency, security, and compliance with GDPR by allowing us to trace and monitor how personal data is handled within the app.

Third-party services  
 We use trusted third-party providers, such as AWS for hosting and Firebase for analytics and crash reporting. These providers may process data on our behalf but always under strict confidentiality agreements and in compliance with GDPR. We do not sell your personal data to third parties.

Data sharing and transfers  
 Your personal data will never be sold. We may share anonymized and non-identifiable information with development partners strictly for technical improvement and research purposes. Some third-party providers may store or process data outside the EU. In such cases, data transfers are protected by Standard Contractual Clauses approved by the European Commission to ensure GDPR compliance.

Data retention and deletion  
 Your data is stored for as long as your account is active. You may request to delete your account and all associated personal data at any time in the app, or by contacting us directly.

Children’s privacy  
 You must be at least 14 years old to use this app. The app is not directed to children under 14, and we do not knowingly collect data from them. If we discover that such data has been collected, it will be deleted immediately.

Your rights under GDPR  
 As a user, you have the right to request access to the personal data we store about you. You may also request correction of inaccurate or incomplete information, request deletion of your data, or request that we limit how your data is processed. In certain cases, you may ask us to transfer your data to another provider. You also have the right to object to specific processing, including the use of your data for direct marketing. To exercise any of these rights, please contact us at the details provided below.

Security  
 We take appropriate technical and organizational measures to protect your personal data, including encryption, access controls, and secure processing practices.

Changes to this Privacy Policy  
 We may update this policy from time to time to reflect changes in the app, technical requirements, or legal obligations. If significant updates are made, you will be informed through the app or by email.

Contact  
 For questions about this Privacy Policy or to exercise your rights under GDPR, please contact us:

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