

## PRIVACY POLICY

**Effective Date:** October 2025

If you have difficulty accessing this Privacy Policy or require it in an alternative format, please contact hello@theeclipseapp.com for assistance.

### 1. Introduction

Eclipse Platforms, Inc. (“**Eclipse**”, “**we**”, “**our**” “**us**”) values your privacy and is committed to protecting it. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information. This Privacy Policy applies any time you are using the Eclipse mobile application or our website [www.joineclipse.co](http://www.joineclipse.co) (collectively referred to as “**App**”). This Privacy Policy explains how we process your personal information. We also suggest you read our Terms and Conditions of Use.

By accessing or using our App, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Policy and our Terms and Conditions of Use.

### 2. Types of Data Collected

When you download the App and create an account, we collect certain information about you to help enhance the App and verify the people using it. We will always ask for your permission when required. This can include:

- (a) **Account Data:** When you create an account, we ask for basic details to set up your profile. This includes information like your phone number, name, age, gender, sexual orientation, profile photos, and responses to profile questions or prompts. You provide these details directly, and we use them to create your profile and help you connect with others. Some profile data (for example, your sexual orientation or other personal attributes you choose to share) may be considered sensitive in some jurisdictions. If you choose to provide this data, you are explicitly consenting to our use of it for the purposes described in this Privacy Policy.
- (b) **Location Data:** When you use Eclipse, we may collect your precise GPS location in order to validate that you are within the neighborhood zone you select. Once your location is validated, Eclipse uses only the general neighborhood information (such as “Lincoln Park” or “Wicker Park”) to connect you with other members in the same area. We do not share your exact GPS coordinates with other users, and we do not continuously track your background location. For example, we may use your device’s coordinates to place you in a “zone” or neighborhood so you can connect with other users in the same area.
- (c) **Usage Data:** We automatically collect information about how you interact with the Eclipse App. This includes data on the actions you take and your activity within the App, such as the profiles you view and the preferences you set, who you match or chat with, and how you engage with others (example, swipes/ likes or passes, match connections made, messages sent, etc.). It also includes records of any safety actions you take, like user reports or blocks. We collect chat data (the content of messages you exchange with matches) as part of providing the service.

- (d) **Device and Technical Data:** We collect information about the device and software you use to access Eclipse, in order to maintain compatibility, security, and a smooth user experience. This may include your device type, operating system and version, app version, device model and unique identifiers, language and region settings, and similar technical details. We also log network information like IP address, mobile network or carrier, and device identifiers. This device and technical data help us troubleshoot bugs, analyse performance (like which devices might be experiencing problems), and protect the service from fraud (for example, recognizing if multiple accounts are on the same device or flagging suspicious login patterns).
- (e) **Communications Data:** We collect information needed to communicate with you, and information you share when communicating with us or through the service. This includes contact information like your phone number and (if provided) email address. For example, when you sign up, you provide a phone number for account verification. We use that to send you a one-time SMS verification code via our SMS provider (currently Twilio). We also store your phone number as part of your account details so that we can authenticate your logins, prevent duplicate accounts, and send necessary text messages for security. You agree to receive service-related SMS messages, such as verification codes, account alerts, and other messages necessary to operate and secure your account. These are transactional messages and cannot be opted out of while maintaining an active account. We will not send you marketing or promotional text messages without your separate, express written consent. In addition, when you use in-app messaging features, we process **communications data** through our chat service provider (**CometChat**) to enable real-time messaging between users. This includes message content, timestamps, sender and recipient IDs, delivery/read receipts, and other technical metadata required to operate and secure chat functionality. These communications are encrypted in transit and stored securely, but message content may be retained as necessary to support moderation, safety reviews, or compliance with applicable law. We do not access or share private messages for advertising or marketing purposes.
- (f) **Cookies, Analytics, and Notifications:** On our website ([joineclipse.co](http://joineclipse.co)) and related web pages, we use cookies and similar technologies to analyze traffic, improve functionality, and understand how visitors interact with our content. You can control or disable cookies through your browser settings, but some site features may not function properly without them. We may also use optional in-app or push notifications to keep you informed about matches, messages, or new features. You can manage or disable these notifications in your device settings at any time.

### 3. Data Processing: Purposes and Scope

We process the information you provide to deliver and continually enhance Eclipse, help you form meaningful connections, safeguard the community, and meet our legal responsibilities. In practical terms, this means using your data to set up your account and profile, match you with other members, enable messaging and verification, personalize your experience, support customer care, and monitor activity to uphold safety standards.

Our primary purpose is to give you a service that works seamlessly and improves over time from connecting you with people who might be a great match, to tailoring your experience so it feels relevant and engaging. At the same time, we use your data to help protect you and the wider community, enforcing our rules and preventing misuse. We take this responsibility seriously and are continuously refining our processes and safeguards to keep Eclipse a secure place to meet new people.

Read on for a more detailed explanation.

- (a) We use your information to enable you to use Eclipse's features and functionality. This includes creating and maintaining your account, displaying your profile to other users (and vice versa), and facilitating the core interactions such as matching and messaging. For example, we use your Account Data and profile data to set up your profile and show it to users in your area and use your location data (with permission) to show you other members nearby and indicate approximate distance. We also use data about your in-app actions (likes, passes, etc.) to generate potential matches for you and to show your profile to users who meet your preferences. We may use your information to test new technologies and processes designed to enhance and improve the App to resolve disputes, troubleshoot issues, and enforce our Terms and Conditions of Use, to investigate fraud and protect our legal rights, and to safeguard third parties and users of our App from harm.
- (b) Safety is paramount in the Eclipse community. We use personal information to verify user identities and to prevent fraud or unauthorized activity. For example, we use your phone number to verify that each new account is tied to a unique, reachable individual (this helps us prevent spam bots or banned users from simply creating new accounts). To give people the best possible user experience, we require every person using our App to verify their accounts.
- (c) We provide easy-to-use reporting and blocking tools so that you can manage your experience and protect yourself while using Eclipse. If another user engages in harassment, spam, impersonation, or any conduct that violates our guidelines, you can report them directly from their profile, a message, or other in-app content. Reports are reviewed by our Trust & Safety team, which combines automated detection systems with human moderation. You can also block any user at any time, which immediately prevents them from seeing your profile, messaging you, or re-matching with you, and the action remains private. In cases of serious risk, such as threats of harm, scams, or suspected illegal activity, Eclipse may permanently ban the offending account and, where appropriate, share limited information with law enforcement in line with legal requirements. Data related to reports and blocks may be retained beyond the normal daily reset cycle to ensure the safety of our community and to comply with Illinois and federal privacy obligations.
- (d) We use certain technical and usage information to maintain, measure, and improve the performance of Eclipse. This includes collecting device details (such as operating system, app version, and crash logs), as well as aggregated data on how members interact with features in the App. Our goal is to understand what works, identify and fix problems quickly, and continually improve your experience. For example, analysing crash reports helps us resolve bugs, while usage trends help us refine our matching algorithms and optimize App speed. Your data helps us keep Eclipse smooth, stable, and relevant to your preferences. We note that such processing is essential for the operation of the service, product development, and compliance with technical and security obligations. We retain this technical data only as long as necessary for these purposes, and it is typically aggregated or de-identified when used for analytics. By blending user-friendly transparency with clear compliance language, Eclipse ensures that performance and analytics data are used responsibly and solely to improve the App's reliability and quality.
- (e) We use your contact details to send you essential service-related messages, such as SMS verification codes when you sign up or log in, security alerts if there is unusual activity, and important updates about your account or our terms. These communications are necessary to provide the service you requested, keep your account secure, and ensure you are aware of critical information. For example, we rely on Twilio to deliver SMS codes to

verify your phone number and authenticate your login. We emphasize that these are not marketing texts, they are functional messages that let you access and safely use Eclipse. You can control optional notifications like match alerts or new message reminders through your device or App settings.

- (f) We store and process personal information primarily in the United States using secure cloud infrastructure. If you access Eclipse from outside the United States, your data may be transferred to and processed in the U.S., where privacy laws may differ from those in your country of residence. We take appropriate steps to protect your data consistent with this Privacy Policy wherever it is processed.

#### 4. Data Sharing and Disclosure

Because Eclipse's purpose is to help you form meaningful connections, certain information you provide will naturally be visible to other members of the service, for example, the profile details you choose to share. Beyond that, we may also share limited information with trusted service providers who help us operate, secure, and improve Eclipse. In some circumstances, we may also share data for safety, legal, or compliance reasons. We do not sell your personal data to third parties. Instead, we disclose information only in ways that are necessary to deliver the service, keep the community safe, and comply with our legal obligations. The details of who we share data with, and why, are set out below:

- (a) Because Eclipse is designed to connect people, some of the information you provide will naturally be shared with other members of the service. This includes any details you choose to make public in your profile for example, your name, age, photos, pronouns, orientation, answers to profile prompts, or location preferences. You are in control of what you share, and you can update or remove profile information at any time. When you engage with other members such as liking, matching, or messaging the content you choose to send will be visible to those members. Similarly, if you link a social media account or share content from another platform (for example, Spotify or Instagram), the information you authorize will also be displayed as part of your profile. We also believe in maintaining a safe and respectful community. If someone submits a report involving you (for instance, claiming you violated our Terms and Conditions of Use), we may let that person know what actions we took, if any, in response to their report. The same principle applies if you report another member, you may receive confirmation that we reviewed and addressed the issue.
- (b) Like most modern apps, Eclipse relies on carefully selected service providers to help us deliver, operate, and improve the service. These providers act on our behalf and only process your information under strict contractual obligations that limit their use to the purposes we specify. We use certain trusted third-party service providers to help us operate Eclipse, provide core functionality, and improve performance. While the specific service providers may change over time, we only share your information with providers who meet strict privacy and security standards, and only for the purposes of running and improving Eclipse.
  - (i) We use Google Firebase to securely host Eclipse, store user data, and provide analytics. This helps us understand how members use the App, diagnose technical issues, and improve performance, all while keeping your information on a trusted and secure infrastructure.
  - (ii) We use Twilio to send you one-time passcodes for phone number verification, along with other essential service-related SMS (such as account recovery codes). Twilio

processes your phone number and the SMS content solely to deliver these messages to you

- (iii) We use CometChat to provide real-time text and chat functionality within the Eclipse app. When you send or receive messages, CometChat processes those communications (including message content, sender and recipient IDs, timestamps, and delivery status) solely for the purpose of delivering and displaying your chats. CometChat does not use this data for advertising or analytics independent of our service.
- (iv) When you enable location features, Eclipse integrates Google Maps services to determine your approximate zone or neighborhood and to display location-based features. This means Google may process location queries (e.g., your device's latitude and longitude) as part of powering map functionality.
- (v) We may share your information when we believe it is necessary to comply with the law, to keep people safe, or to protect our rights. This can include responding to valid legal processes such as court orders, subpoenas, search warrants, government investigations, or other regulatory requirements. It may also involve working with law enforcement or other authorities to detect, prevent, or investigate criminal activity, fraud, or misuse of the service. In addition, we may disclose data if we reasonably believe it is required to protect the safety and well-being of any person, whether inside or outside the Eclipse community. Finally, we may use or share information to establish, exercise, or defend our legal rights, including enforcing our Terms and Conditions of Use or handling disputes. We take these obligations seriously and only disclose information in these circumstances with the aim of protecting our members, the integrity of Eclipse, and the public at large.
- (vi) If Eclipse is ever involved in a corporate transaction such as a merger, acquisition, sale of assets, divestiture, restructuring, reorganization, dissolution, bankruptcy, or any other change of ownership or control, your personal information may be transferred as part of that process. The specific categories of data transferred will depend on the nature of the transaction and could range from the full set of organizational data to only certain subsets necessary for the deal, such as purchase or transaction-related information. In such cases, we will take steps to ensure that your data continues to be protected in line with this Privacy Policy, and we will notify you as and when required by law if your information becomes subject to a new privacy framework.

## 5. Tips for Safe Sharing

Please use caution when deciding what to include in your Eclipse profile or in messages. We recommend not posting sensitive details that could be misused, such as your email address, phone number, full name, home or work address, financial information, or national ID numbers. While you can choose to add personal details like religious views, political opinions, or health-related information, remember that sharing this type of information is entirely optional.

Also keep in mind that photos can reveal more than you may intend (e.g., location clues, documents in the background). Anything you post on Eclipse could potentially be visible to others or shared outside the App. We encourage you to think carefully before posting and to make use of our safety features (like blocking and reporting) if you ever feel uncomfortable.

## 6. Data Retention and Deletion

We design Eclipse to give you meaningful connections without holding on to your information longer than we truly need it. That means we apply clear retention rules to balance three priorities: (i) protecting your privacy by minimizing how long we keep personal data, (ii) ensuring the safety and integrity of the community by retaining certain records for investigations or enforcement, and (iii) meeting our legal, regulatory, and contractual obligations. In practice, this means most of your interactions are temporary by design, while some information may be stored for defined periods if required for safety, compliance, or legitimate business purposes. We believe in keeping your information only as long as we truly need it, and in giving you clear control over your data.

- (a) **Daily Match Reset:** To support Eclipse's unique, real-time experience, all matches and chat conversations reset daily at 7:00 AM Central Time (Chicago time). Once reset, your matches and messages are no longer accessible in the App. This design keeps the service fresh and protects your privacy by not storing long-term chat histories.
- (b) **Safety and Compliance Records:** To protect members and maintain a safe community, we keep certain data for a short safety retention window. We may also retain limited technical logs, such as IP addresses, crash analytics, and device diagnostics, for up to twelve (12) months for the purposes of security monitoring, debugging, and ensuring the stability of our systems. Specifically, we may retain personal data for 3 (three) months after account closure, or up to 1 (one) year if an account was banned, in order to investigate reports of misconduct, unlawful behavior, or harmful activity. This retention is based on our legitimate interest in protecting both members and potential victims.
- (c) **Account Deletion:** You can request the deletion of your entire account and personal data at any time by emailing us at [hello@theeclipseapp.com](mailto:hello@theeclipseapp.com). Once verified, we will remove your personal information from our active systems. Please note that while most data is deleted promptly, it may take up to 30 (thirty) days to fully remove information from all backups and logs. Some limited records may be retained where required for safety, legal, or compliance reasons, but we will not keep your data longer than necessary or required under applicable law.

## 7. Your Rights

We want you to feel in control of your personal information. Privacy laws in different jurisdictions, including those that apply in Illinois and the City of Chicago, may grant individuals certain rights over their data. The scope and name of these rights can vary depending on where you live, but at Eclipse we aim to provide you with clear tools to exercise them. If our services expand into other regions, such as the European Union (GDPR) or California (CCPA/CPRA), we will update this Privacy Policy to reflect the additional rights available under those laws. If you have questions or need help using any of these rights, you can always contact us. If you have questions or need help using any of these rights, you can always reach us at [hello@theeclipseapp.com](mailto:hello@theeclipseapp.com)

Here are the key rights you should know about, along with how to exercise them:

- (a) **Access / Portability (“Right to Know”):** You have the right to know what personal data we process about you and to request a copy. You can see and review much of your information directly by logging into your account. If you would like a copy of your data in a portable format, please contact us and we will guide you through the process.

- (b) **Correction / Rectification:** You have the right to update or correct inaccurate or incomplete data. Most information, such as your profile details, can be updated directly in the App. For any other corrections (i.e., account settings), contact us and we will assist.
- (c) **Deletion / Erasure:** You have the right to ask us to delete your personal data. You can remove certain information directly within the App, and you may request full account deletion by emailing us. Once confirmed, we will delete your data as described in the *Data Retention & Deletion* section, except where retention is required for safety, legal, or compliance reasons.
- (d) **Objection or Restriction:** You can object to certain types of processing or ask us to pause processing. For example, you can opt out of optional notifications or marketing in your account settings. If you wish to object to other forms of processing (such as analytics or personalization), reach out to us and we will review your request.
- (e) **Withdrawal of Consent:** Where we rely on your consent (such as accessing your device location, contacts, or sending you push notifications), you can withdraw it at any time. You can manage this directly in your device settings (e.g., disabling location or contact access). If you withdraw consent, some features may not work fully, but your choice will always be respected.
- (f) **Right to Complain:** You have the right to raise a concern if you are unhappy with the way we handle your personal data. We encourage you to contact us first at [hello@theeclipseapp.com](mailto:hello@theeclipseapp.com) so that we can try to resolve the matter directly whether it relates to how we collect, use, or respond to your privacy requests. If you are not satisfied with our response, or if you prefer to take the matter further, you also have the right to lodge a complaint with your local data protection or privacy authority. For example, if you reside in the United States, you may contact the Federal Trade Commission (FTC) or, if you are an Illinois resident, the Illinois Attorney General's Consumer Protection Division. If you live outside the United States, you may contact the authority in your country of residence.

## 8. Staying Safe On and Off Eclipse

Eclipse is an introduction platform that helps you meet new people, but what happens next is up to you. We do not control where members choose to meet, whether online, in private settings, or at public venues such as bars, restaurants, or other establishments. Eclipse does not perform criminal background checks or guarantee the identity, intentions, or behavior of any member.

By choosing to interact with other members whether through messages, video calls, or in-person meetings, you acknowledge that meeting new people carries inherent risks. You agree that you assume all risks related to both online and offline interactions, and that Eclipse is not responsible for incidents or disputes that arise between members outside of the App.

We strongly encourage you to use the reporting and blocking tools provided in the App if you feel uncomfortable, to follow our published safety guidelines, and to take common-sense precautions when meeting someone for the first time. Your safety matters to us, but ultimately, the decisions you make when connecting with others are your responsibility.

*Safety Reminder: Your well-being matters to us. When meeting someone new, we encourage you to take precautions to protect yourself. Wherever possible, arrange to meet in public places during your first interactions and let a trusted friend or family member know where you are going and who you are meeting. Keep personal details private, such as your home address or financial information, until you have established trust. Always trust your instincts if something*

*feels wrong, end the interaction. And remember, you can use Eclipse's in-app tools at any time to block or report another member who makes you feel unsafe.*

## **9. Security Practices**

We prioritize the privacy and security of every user who visits our App and are dedicated to safeguarding all personal information shared with us. Your privacy is of utmost importance, and we recognize that your personal data is a valuable asset. To ensure its protection, we implement robust security measures, both physical and technological, to prevent unauthorized access or misuse. Any information is securely stored and processed in compliance with industry standards. That said, no method of transmitting or storing information is completely secure. While we work hard to protect your data, we cannot guarantee absolute security. For this reason, we encourage you to use Eclipse with care and to be mindful about the information you choose to share with others on the platform. Your personal safety and the security of your data are both shared responsibilities. If we ever identify a security risk that directly affects your information, we will notify you promptly in accordance with applicable law, and we will take steps to mitigate the issue as quickly as possible.

## **10. Age Restriction Policy**

Eclipse is strictly for adults. You must be 18 (eighteen) years of age or older to create an account or use our service, and we do not knowingly collect personal data from anyone under 18 (eighteen) years. If we learn that a minor has created an account, we will take steps to delete the account and associated data promptly. If you suspect that someone on Eclipse is under 18 (eighteen) years, we encourage you to use our in-app reporting tools so our team can review and take appropriate action. Protecting young people and maintaining an adult-only community is essential to the safety and integrity of Eclipse.

## **11. Changes to the Privacy Policy**

We may update this Privacy Policy from time to time as our services evolve, technologies change, or legal requirements are updated. When we make material changes, we will notify you in advance for example, through in-app notifications, email, or by posting a notice on our website so you have an opportunity to review the updates before they take effect. We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information. Your continued use of Eclipse after the effective date of an updated policy means that you accept the changes.

## **12. How to Contact Us**

If you have questions about this Privacy Policy, your rights, or how we handle your personal information, you can reach us in the following ways:

**Email:** [hello@theeclipseapp.com](mailto:hello@theeclipseapp.com)

**Website:** [www.joineclipse.co](http://www.joineclipse.co)

We aim to respond to inquiries promptly and in line with applicable privacy laws. If your concern relates to exercising one of your rights, please provide enough detail so we can verify your identity and handle your request securely.