Eclipse Safety Resources & FAQ Guide

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Introduction

At **Eclipse**, safety isn't an afterthought — it's the foundation of everything we build.
From how users match, to how data is handled, to how reports are reviewed — every layer of Eclipse is designed to keep you safe, comfortable, and in control.

This guide explains all of Eclipse's safety systems, reporting options, and support processes, so you know exactly how your experience is protected — both on and off the app.

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1) Safety Overview

What does safety mean at Eclipse?

Safety means you're in full control of who sees you, who interacts with you, and what information is shared.
It also means every report, block, or issue is taken seriously and handled by a real person — not a bot or algorithm.

How is safety built into Eclipse's design?

- Matches are always **zone-based**, never GPS-based.

- Your **exact location** is never shared.

- All users verify their phone number to prevent fake accounts.

- No photos or messages are public — everything happens in private matches.

- Every report is manually reviewed by our internal safety team.

Does Eclipse sell or share user data?

No. Eclipse does **not** sell, rent, or share user data with third parties.
We use secure, encrypted systems for all account and chat information, and we only collect what's necessary to operate the platform safely.

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2) Privacy & Data Protection

How is my information stored?

Your account data, profile details, and chat history are stored securely in encrypted databases.
Only authorized Eclipse staff can access user data for moderation, security, or legal purposes.

Who processes my messages?

Messages are powered by **CometChat**, a secure chat service that processes your messages solely to deliver them between users.
CometChat does not read, analyze, or share message content for marketing or advertising purposes.

How are SMS and notifications handled?

Eclipse uses **Twilio** to send phone verification codes, password resets, and essential SMS alerts.
Twilio processes your phone number only to deliver those messages.

Can users see my personal details?

No. Users can only see what you've chosen to include in your profile.
Your exact location, last name, and contact details are never visible.

What happens when I delete my account?

All personal data, profile information, and chat history are permanently erased from live systems.
 Safety reports may be retained for moderation and compliance purposes only.

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3) In-App Safety Features

What safety features does Eclipse include?

- **Report & Block**: Instantly remove and report users.

- **Anonymous Reporting**: Reports never reveal your identity.

- **Location Privacy**: Users see only your *neighborhood zone*, not your exact location.

- **Manual Review**: Every report is reviewed by a real person.

- **Zero-Tolerance Enforcement**: Repeat or severe violations result in permanent bans.

How does the neighborhood system enhance safety?

Eclipse groups users by **broader neighborhood zones**, never by specific venues.
 This protects privacy and prevents anyone from knowing exactly where you are or where you're going.

Can users see my exact location?

No. Only you can see your current location on your map.
 Other users only see the general neighborhood zone you've selected.

What happens if someone behaves inappropriately?

You can report them instantly within the chat or from their profile.
 Once reported, the person is immediately removed from your matches and chat list — you will never see them again or be seen by them again in any match pool. This is irreversible.
 If the report is verified by our safety team, any violation of our User Agreement will result in a permanent ban.

Can I block someone without reporting them?

Yes. You can choose to block a user without submitting a report.
 Blocking ensures you'll never see that person again anywhere on Eclipse.

4) Reporting & Blocking

How do I report someone?

In any chat, open **Safety Options** → **Report & Block.**
 Select a reason and add any details you wish to include.
 Reports are fully anonymous.

What happens after I report someone?

- The user is immediately removed from your matches and chat list — **you will never see them again or be seen by them again in any match pool. This removal is irreversible.**

- Your report is reviewed manually by our internal safety team.

- If the report is verified, any violation of our User Agreement will result in a permanent ban.

What can I report?

You should report any of the following:

- Harassment, threats, or hate speech

- Sexual misconduct or unwanted advances

- Fake or impersonated profiles

- Underage users

- Safety violations or concerning behavior

Can I report someone after the night ends?

Yes. You can contact **safety@theeclipseapp.com** at any time to file a report — even days later.
 Include as much detail as possible, including screenshots if available.

Will the person I report know it was me?

No. Reports are completely anonymous. The user will never be notified or informed who reported them.

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5) Moderation & Enforcement

Who reviews safety reports?

All reports are reviewed by trained members of Eclipse's **internal safety team** — not outsourced moderators.
 Each case is handled manually to ensure fair and accurate decisions.

What actions can Eclipse take against a user?

Depending on the severity, actions can include:

- Warning or temporary suspension

- Permanent ban and device blocking

- Escalation to law enforcement (in cases of credible threats or illegal behavior)

If a report is verified by the team, any violation of our User Agreement will result in a **permanent ban**.

Does Eclipse ever reinstate banned users?

No. Eclipse enforces a **zero-tolerance policy.**
 Once banned for safety reasons, a user is permanently prohibited from returning.

Does Eclipse work with law enforcement?

Yes. In serious or urgent cases, Eclipse cooperates fully with law enforcement authorities to ensure user safety and legal compliance.

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6) Real-World Safety Tips

How can I stay safe when meeting someone from Eclipse?

- Always meet in a **public, well-lit venue**.

- We **encourage you to go to venues with friends**, or always let a friend or trusted individual know where you're going and who you're meeting.

- Keep personal details (address, last name, workplace) private until you feel comfortable.

- Don't rely on someone else for transportation — plan your own way home.

- Trust your instincts. If something feels off, leave immediately.

Does Eclipse recommend specific venues?

Eclipse focuses on high-quality nightlife zones and reputable bars, lounges, and clubs — places with visible staff, security, and safe environments.
 We don't list or endorse specific venues, but all zones are built from verified nightlife data.

Can I use the app if I'm not going out?

You can select a neighborhood anytime, but Eclipse is designed for users who are planning to go out that night.
 This ensures everyone in the match pool is actively participating in real-world social plans.

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7) Venue & Community Standards

How are venues chosen for Eclipse zones?

Venues are selected based on:

- Safety and staffing levels

- Popularity and foot traffic

- Accessibility and inclusivity

- Verified licensing and operations

Can venues contact or message users?

No. Venues never have access to user data or messages.
Eclipse does not share any personal information or location data with venues.

Does Eclipse work with venues on safety initiatives?

Yes. As Eclipse expands, we plan to collaborate with venues that share our commitment to user safety — including staff awareness, training, and safe-space practices.

Can I suggest a venue or neighborhood?

Yes. Email **hello@theeclipseapp.com** to suggest a venue or area for inclusion in Eclipse's neighborhood maps.

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8) Support & Emergencies

Who can I contact for safety issues?

You can reach our safety team **anytime** at **safety@theeclipseapp.com.**
Our team personally reviews every case and responds within 24–48 hours.

What if I'm in immediate danger?

If you ever feel unsafe or threatened, contact **local authorities (911)** immediately before reaching out to Eclipse.

Can I contact Eclipse for someone else's safety concern?

Yes. If you're aware of a user violating safety rules or acting inappropriately, email **safety@theeclipseapp.com** with details.
You don't need to be directly involved to file a report.

Can I get updates on a report I filed?

Yes. If you'd like confirmation that your report has been reviewed, reply to the confirmation email or send a follow-up to **safety@theeclipseapp.com.**

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9) Commitment to Our Users

At Eclipse, safety isn't a checkbox — it's our **core mission**.
We're not trying to change how people date — we're making introductions that are safe, natural, and built for the real world.

Our Core Safety Values

- **Transparency:** You always know how your data and safety reports are handled.

- **Accountability:** Every report is reviewed by a real person.

- **Privacy:** Your location, messages, and personal details stay private.

- **Integrity:** No paywalls, no hidden tiers — everyone is treated equally.

Need help or have feedback?

We take safety seriously — and we're always improving.
If you have a suggestion or concern, email **safety@theeclipseapp.com** or **hello@theeclipseapp.com** anytime.

For full legal and safety details, visit joineclipse.co/legal or joineclipse.co/safety
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