Review Environment

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Guideline 1.5 - Safety

1.5 Developer Information *People need to know how to reach you with questions and support issues. Make sure your app and its Support URL include an easy way to contact you; this is particularly important for apps that may be used in the classroom. Failure to include accurate and up-to-date contact information not only frustrates customers, but may violate the law in some countries or regions. Also ensure that Wallet passes include valid contact information from the issuer and are signed with a dedicated certificate assigned to the brand or trademark owner of the pass.*

Issue Description

The Support URL provided in App Store Connect, http://www.forcempower.com/, does not direct to a website with information users can use to ask questions and request support.

Next Steps

Update the specified Support URL to direct users to a webpage with support information.

Resources

Learn about Support URLs and other platform version information on App Store Connect Help.

Guideline 5.1.1(v) - Data Collection and Storage

5.1.1(v) Account Sign-In *If your app doesn't include significant account-based features, let people use it without a login. If your app supports account creation, you must also offer account deletion within the app. Apps may not require users to enter personal information to function, except when directly relevant to the core functionality of the app or required by law. If your core app functionality is not related to a specific social network (e.g. Facebook, WeChat, Weibo, Twitter, etc.), you must provide access without a login or via another mechanism. Pulling basic profile information, sharing to the social network, or inviting friends to use the app are not considered core app functionality. The app must also include a mechanism to revoke social network credentials and disable data access between the app and social network from within the app. An app may not store credentials or tokens to social networks off of the device and may only use such credentials or tokens to directly connect to the social network from the app itself while the app is in use.*

Issue Description

The app supports account creation but does not include an option to initiate account deletion. Apps that support account creation must also offer account deletion to give users more control of the data they've shared while using an app.

Follow these requirements when updating an app to support account deletion:

- Only offering to temporarily deactivate or disable an account is insufficient.
- If users need to visit a website to finish deleting their account, include a link directly to the website page where they can complete the process.
- Apps may include confirmation steps to prevent users from accidentally deleting their account. However, only apps in highly-regulated industries may require users to use customer service resources, such as making a phone call or sending an email, to complete account deletion.

Next Steps

Update the app to support account deletion. If the app already supports account deletion, reply to App Review in App Store Connect and identify where to locate this feature.

If the app is unable to offer account deletion or needs to provide additional customer service flows to facilitate and confirm account deletion, either because the app operates in a highly-regulated industry or for some other reason, reply to App Review in App Store Connect and provide additional information or documentation. For questions regarding legal obligations, check with legal counsel.

Resources

Review frequently asked questions and learn more about the account deletion requirements.

Guideline 5.1.1 - Legal - Privacy - Data Collection and Storage

5.1.1(ii) Permission *Apps that collect user or usage data must secure user consent for the collection, even if such data is considered to be anonymous at the time of or immediately following collection. Paid functionality must not be dependent on or require a user to grant access to this data. Apps must also provide the customer with an easily accessible and understandable way to withdraw consent. Ensure your purpose strings clearly and completely describe your use of the data. Apps that collect data for a legitimate interest without consent by relying on the terms of the European Union's GeneralData Protection Regulation ("GDPR") or similar statute must comply with all terms of that law.*

Issue Description

One or more purpose strings in the app do not sufficiently explain the use of protected resources. Purpose strings must clearly and completely describe the app's use of data and, in most cases, provide an example of how the data will be used.

Next Steps

Update the photo library purpose string to explain how the app will use the requested information and provide an example of how the data will be used. See the attached screenshot.

Resources

Purpose strings must clearly describe how an app uses the ability, data, or resource. The following are hypothetical examples of unclear purpose strings that would not pass review:

- "App would like to access your Contacts"
- "App needs microphone access"

See examples of helpful, informative purpose strings.

Support

- Reply to this message in your preferred language if you need assistance. If you need additional support, use the Contact Us module.
- Consult with fellow developers and Apple engineers on the Apple Developer Forums.
- Help improve the review process or identify a need for clarity in our policies by suggesting guideline changes.
- Request a 30-minute online meeting with an App Review expert to discuss the guidelines and best practices for a smooth review process.