

MilesMe Privacy Policy

Effective Date: February 1st, 2026

This Privacy Policy ("Policy") explains how **MilesMe** collects, uses, shares, and protects your personal information, and how you can exercise your privacy rights.

MilesMe is operated by **Vanta Labs S.L.**, a company registered in Spain, with its registered office in Barcelona, Spain ("Vanta Labs", "we", "us", or "our").

By using MilesMe, you agree to this Policy.

1. Scope

This Policy applies to the MilesMe mobile applications, website(s), and related services (collectively, the "Services").

This Policy should be read together with our **Terms of Service**, which govern your use of MilesMe.

For the purposes of applicable data protection laws, **Vanta Labs S.L. is the data controller.**

2. Information We Collect

A. Information You Provide

Account Information

- Name or username
- Email address
- Password (encrypted)
- Country or region

Profile & Preferences

- Activity preferences (walking, running, cycling)
- Goals (distance, time, calories)
- Optional information such as experience level

Support Communications

- Information you provide when contacting support or submitting feedback

B. Information Collected Through Use of the Services

Activity & Route Data

- Generated routes
- Distance, duration, pace
- Elevation data
- Activity timestamps
- Route preferences you select

Location Information

- Precise location is collected **only when required** for route generation or navigation
- Location permissions can be revoked at any time via device settings

Usage Information

- App interactions
- Feature usage
- Crash logs and performance diagnostics

Device & Technical Information

- Device type
- Operating system
- App version
- Anonymous identifiers

C. Information from Third Parties

App Store Providers

- Subscription status (active, canceled, expired)
- We do **not** receive full payment card details

Connected Services

- If you connect third-party services (e.g. Apple Health), we only access data you explicitly authorize

3. How We Use Your Information

A. To Provide the Services

- Create and manage your account
- Generate routes tailored to your preferences
- Display maps, elevation, and activity summaries

- Enable navigation and route guidance

B. To Improve MilesMe

- Analyze usage trends
- Fix bugs and improve performance
- Improve route quality and reliability
- Develop new features

We may use **aggregated or de-identified data** for analysis and research.

C. To Communicate with You

- Service-related messages
- Support responses
- Important updates about the app

We do **not** send third-party advertising emails.

D. AI & Automation (Limited Use)

MilesMe may use automated systems to:

- Improve route generation quality
- Detect anomalies or errors
- Optimize performance

We do **not** use automated decision-making with legal or similarly significant effects.

4. How We Share Information

We do **not sell personal data**.

We may share information only in the following cases:

Service Providers

Trusted providers that help us operate the Services (hosting, analytics, mapping, subscriptions). They are contractually required to protect your data.

Legal Obligations

When required by law, court order, or to protect safety, rights, or property.

Business Transfers

In the event of a merger, acquisition, or asset sale, your data may be transferred subject to this Policy.

5. Data Retention

We retain personal information:

- As long as your account is active
- As needed to provide the Services
- As required by law

You may delete your account at any time. Residual data may remain temporarily in backups.

6. Your Privacy Rights

Depending on your location, you may have the right to:

- Access your personal data
- Correct inaccurate information
- Delete your data
- Restrict or object to processing
- Withdraw consent
- Request data portability

Requests can be made at:

- privacy@milesme.app

7. International Data Transfers

MilesMe may process data outside your country of residence, including in the United States.

When required, we rely on **Standard Contractual Clauses (SCCs)** or other lawful safeguards.

8. Children's Privacy

MilesMe is **not intended for children under 13**.

We do not knowingly collect personal data from children.

9. Security

We implement appropriate technical and organizational measures to protect your data.

No system is 100% secure, but we work to minimize risks.

10. Changes to This Policy

We may update this Policy from time to time.

Material changes will be communicated through the app or website.

11. Contact Us

- **General inquiries**
hello@milesme.app
- **Support**
support@milesme.app
- **Privacy requests**
privacy@milesme.app
- **Legal / contact**
contact@milesme.app

MilesMe Terms of Service

Effective Date: February 1st, 2026

These Terms of Service (“Terms”) govern your access to and use of the **MilesMe** mobile applications, websites, software, and related services (collectively, the “Services”).

MilesMe is operated by **Vanta Labs S.L.**, a company registered in Spain with its registered office in Barcelona (“Vanta Labs”, “MilesMe”, “we”, “us”, or “our”).

By accessing or using the Services, you agree to be bound by these Terms. If you do not agree, do not use the Services.

1. Agreement

These Terms form a legally binding agreement between you and Vanta Labs S.L.

If you access or use the Services on behalf of an organization, you represent that you have authority to bind that organization to these Terms.

2. Eligibility & Accounts

Age Requirement

You must be at least **13 years old** (or older if required by local law) to use MilesMe.

If you are under the legal age to enter into a binding contract, you may only use the Services with the consent of a parent or legal guardian.

Account Registration

To use certain features, you must create an account. You agree to:

- Provide accurate and current information
- Maintain only one personal account
- Keep your login credentials secure
- Accept responsibility for all activity under your account

We may suspend or terminate accounts that violate these Terms.

3. Services Overview

MilesMe provides tools to:

- Generate routes for walking, running, or cycling
- Display maps, elevation, distance, and time estimates

- Record and review activity data

MilesMe does not guarantee:

- Route safety
- Traffic conditions
- Surface quality
- Weather accuracy
- That routes are suitable for your skill level

4. Subscriptions & Payments

Free and Paid Features

Some features are available for free. Other features require a paid subscription.

We may modify, add, or remove features at any time.

Billing & Auto-Renewal

Subscriptions are billed on a recurring basis (monthly or annually) and renew automatically unless canceled at least **24 hours before the end of the billing period**.

Payments are processed through Apple App Store or Google Play. We do not store full payment details.

Cancellation & Refunds

You may cancel at any time via your app store account.

Access to paid features continues until the end of the billing period.

Refunds are handled by Apple or Google in accordance with their policies and applicable law.

5. Beta & Experimental Features

Some features may be labeled as beta or experimental. These are provided **“as is”**, may change, and may contain errors.

Use of beta features is at your own risk.

6. User Content & Data

You retain ownership of content you create or upload (such as activities or preferences).

You grant MilesMe a **limited, non-exclusive license** to use this content solely to provide and improve the Services, in accordance with our Privacy Policy.

7. Acceptable Use

You agree not to:

- Use the Services unlawfully
- Interfere with system integrity
- Reverse engineer or scrape the Services
- Misrepresent activities or data

Automated access or data extraction is prohibited.

8. Safety Disclaimer

MilesMe provides **planning and visualization tools only**.

You acknowledge that:

- Outdoor activities carry inherent risks
- Routes may pass through unsafe or restricted areas
- Conditions may change in real time

You are solely responsible for:

- Your safety
- Obeying local laws
- Assessing route suitability
- Using appropriate judgment

MilesMe is **not a navigation authority, safety service, or medical service**.

9. Health Disclaimer

MilesMe does **not provide medical advice**.

Any calorie estimates, pace estimates, or performance insights are informational only and should not replace professional advice.

Consult a physician before beginning any physical activity.

10. Intellectual Property

The MilesMe name, logo, software, and design are owned by Vanta Labs S.L.

You may not copy, modify, distribute, or exploit any part of the Services without permission.

11. Third-Party Services

The Services may integrate with third-party platforms (e.g. Apple Health, maps).

We are not responsible for third-party services, data accuracy, or availability.

12. Termination

We may suspend or terminate your access:

- If you violate these Terms
- For legal or security reasons
- If required by law

You may delete your account at any time.

13. Disclaimer of Warranties

THE SERVICES ARE PROVIDED **“AS IS” AND “AS AVAILABLE.”**

WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ACCURACY.

14. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- VANTA LABS SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES
- OUR TOTAL LIABILITY SHALL NOT EXCEED THE GREATER OF:
 - €50, OR
 - THE AMOUNT YOU PAID IN THE LAST 12 MONTHS

15. Indemnification

You agree to indemnify and hold harmless Vanta Labs from claims arising from:

- Your use of the Services
- Your activities
- Violation of these Terms or applicable laws

16. Governing Law & Disputes

EU Users

These Terms are governed by **Spanish law**, and disputes shall be resolved by the courts of Spain, without prejudice to mandatory consumer protections.

Non-EU Users

Disputes shall be governed by Spanish law, unless local consumer laws require otherwise.

17. Changes to the Services or Terms

We may modify the Services or these Terms at any time.

If changes are material, we will provide notice. Continued use constitutes acceptance.

18. Contact

For questions about these Terms:

- contact@milesme.app
- support@milesme.app