

# Privacy Policy

Last updated: December 2024



At Powerful Reports, your privacy is important to us. This Privacy Policy outlines how we collect, use, and protect your personal information when you use the Powerful Reports mobile application ("the App").

## 1. Information We Collect

We may collect the following types of information:

### a. Personal Information

- Name and email address (when creating an account or subscribing).
- Payment details (processed securely via third-party payment processors).

### b. Usage Data

- App usage statistics (e.g., time spent, features accessed) to improve functionality.
- Device information, including type, operating system, and app version.

## 2. How We Use Your Information

We use the information collected to:

- Provide and manage your subscription and access to the App.
- Personalise your experience and improve the App's features.
- Communicate with you about updates, changes, or promotions related to the App.
- Ensure compliance with legal obligations.

## 3. Data Sharing and Disclosure

We do not sell or share your personal information with third parties, except as necessary for:

- Payment processing via trusted third-party providers.
- Legal compliance or to respond to lawful requests from authorities.

## 4. Payment Information

All subscription payments for the App are securely processed through third-party platforms (Apple's App Store or Google Play Store) depending on your device.

For Apple (iOS) Users:

- Payment will be charged to your Apple ID account upon confirmation of purchase.
- Subscriptions automatically renew unless auto-renew is turned off at least 24 hours before the end of the current billing period.
- Your account will be charged for renewal within 24 hours prior to the end of the current period at the rate specified in the App.
- You can manage or cancel your subscription at any time via your device settings in the Apple ID Subscriptions section.

For Android Users:

- Payment will be charged to your Google Play account upon confirmation of purchase.
- Subscriptions automatically renew unless auto-renew is turned off at least 24 hours before the end of the current billing period.
- Your account will be charged for renewal within 24 hours prior to the end of the current period at the rate specified in the App.
- You can manage or cancel your subscription at any time via your device settings in the Google Play Subscriptions section.

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## **Important:**

- Neither Apple nor Google shares your payment details with us.
- Any issues, including refunds, must be addressed directly through Apple Support or Google Support, as per their respective policies.

## **5. Data Retention**

We retain your personal information only as long as necessary to provide the App's services, comply with legal obligations, or resolve disputes.

## **6. Security of Your Information**

We implement appropriate technical and organisational measures to safeguard your personal data. However, no system is entirely secure, and we cannot guarantee absolute security.

## **7. Third-Party Services**

The App may include links to third-party websites or services (e.g., payment gateways). These services operate independently, and we are not responsible for their privacy practices.

## **8. Your Rights**

Depending on your location, you may have the following rights regarding your personal data:

- Access: Request a copy of the personal data we hold about you.
- Rectification: Correct inaccurate or incomplete information.
- Erasure: Request the deletion of your personal data, subject to legal obligations.
- Objection: Object to the processing of your data in certain circumstances.

To exercise these rights, contact us at [powerfulpractitioners@outlook.com](mailto:powerfulpractitioners@outlook.com)

## **9. Children's Privacy**

The App is not intended for use by individuals under the age of 18. We do not knowingly collect personal data from children.

## **10. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of significant changes via the App or email. Continued use of the App constitutes acceptance of the updated policy.

## **11. Contact Information**

For questions, concerns, or requests regarding this Privacy Policy, please contact us at:

[powerfulpractitioners@outlook.com](mailto:powerfulpractitioners@outlook.com)