Privacy Policy

Last updated: 11 May 2025

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1. Introduction

FlamesAI ("**FlamesAI," "we," "our," "us**") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit or use the **FlamesAI** connection-finding platform (including the website, web APIs, and any associated mobile or desktop applications, collectively the "**Service**").

This Policy forms part of the **Terms and Conditions**. Any capitalized terms not defined here have the meaning given in the Terms.

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2. Scope

This Policy applies to information we process when you use the Service or interact with us online (e.g., via support email). It does **not** cover third-party sites or services you access through the Service (e.g., Reddit, Supabase) which have their own privacy policies.

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3. Information We Collect

Category	Examples	Source
Account Information	Email address, hashed password, display name, account settings	Provided by you during registration
Reddit Data	Public posts, comments, karma, username, profile metadata, and any other endpoints you authorize via OAuth	Pulled from Reddit with your explicit consent

Usage & Log Data	IP address, browser type, device identifiers, pages viewed, links clicked, referring URL, time stamps, error logs	Automatically collected via cookies and server logs
Match & Interaction Data	Compatibility scores, recommended connections, messages sent or received within the Service	Generated or provided by you
Support & Communications	Emails, feedback, survey responses	Directly from you

We do **not** intentionally collect sensitive personal data (e.g., health, political opinions) and request that you do not submit such information.

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4. How We Use Your Information

We process your information to:

1. **Provide and maintain the Service** (contractual necessity);
2. **Generate matches and explanations** using AI models (legitimate interests / consent);
3. **Improve and personalize** the Service through analytics and feature development (legitimate interests);
4. **Communicate** with you about updates, security alerts, and support (contractual necessity / legitimate interests);
5. **Ensure security and prevent fraud**, spam, or abuse (legitimate interests);
6. **Comply with legal obligations** (e.g., tax, regulatory, law-enforcement requests).

If we rely on **consent**, you may withdraw it at any time via Settings or by contacting us.

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5. Legal Bases for Processing (EEA/UK Users)

We process personal data under the following EU/UK GDPR legal bases:

- **Contract** – to provide the Service you request;
- **Consent** – for optional or future features (e.g., marketing emails);

- **Legitimate Interests** – to improve the Service, secure our platform, and prevent fraud, balanced against your privacy rights;
- **Legal Obligation** – to meet applicable laws (e.g., accounting, reporting).

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6. Sharing & Disclosure

We do **not** sell or rent your personal information. We share it only as described below:

1. **Service Providers.** Trusted vendors who host or process data on our behalf, under data-processing agreements:
   - **Supabase, Inc.** (database hosting)
   - **OpenAI, L.L.C.** (language-model inference)
   - **Google Cloud (Gemini)** (large-language-model inference)
2. **Analytics & Monitoring.** Privacy-friendly tools (e.g., Plausible) to understand usage trends.
3. **Legal Requirements.** When required by law or to protect rights, safety, or property.
4. **Corporate Events.** As part of a merger, acquisition, financing, or sale of assets, subject to confidentiality.
5. **With Consent.** If you explicitly agree to additional disclosures.

Each provider is contractually bound to use the data only for the specified purpose and to apply appropriate security measures.

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7. Cookies & Similar Technologies

We use minimal first-party cookies to:

- Keep you logged in (strictly necessary);
- Measure aggregated usage (analytics, opt-out available in Settings).

You can control cookies via your browser settings. Disabling cookies may limit functionality.

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8. Data Retention

Data Type	Retention Period
Active Reddit Data	Until you delete it or close your account

Backups	Deleted within **30 days** of your deletion request
Log Files	Up to **180 days** for security and diagnostics
Legal/Accounting Records	Up to **7 years** where required by law

We may retain anonymized or aggregated data that does not identify you for analytics and Service improvement.

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9. Security

We employ industry-standard safeguards, including:

- **Encryption in transit** (TLS) and **at rest** (AES-256);
- Network firewalls and access controls;
- Regular security audits and penetration tests;
- Least-privilege access for staff.

No system is 100 % secure, but we strive to protect your information to the best of our ability.

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10. International Data Transfers

We store and process data in the **United States**. For users in the EEA/UK, transfers outside your region are protected by **Standard Contractual Clauses (SCCs)** and additional technical measures (encryption, pseudonymization).

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11. Your Rights

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

- **Access** the personal data we hold about you;
- **Correct** inaccurate or incomplete data;
- **Delete** your data (right to erasure);
- **Restrict or object** to certain processing;

- **Port** your data to another service;
- **Opt-out of sale/sharing** (CCPA);
- **Withdraw consent** at any time.

To exercise any of these rights, visit **Settings → Privacy** or email **vkupp@uic.edu**. We will respond within 30 days.

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12. Children's Privacy

The Service is **not directed to children under 13**. We do not knowingly collect personal information from anyone under 13. If you believe a child has provided us data, contact us to delete it.

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13. Changes to This Policy

We may update this Privacy Policy occasionally. We will notify you at least **7 days** before material changes take effect via email or in-product alert. Continued use after the effective date constitutes acceptance.

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14. Contact Us

For privacy inquiries or complaints:
Email: vkupp@uic.edu

If you are an EEA/UK resident and feel we have not adequately resolved your concern, you may lodge a complaint with your local data-protection authority.