

Privacy Policy

1. Vivlio Ltd built the Story Hop app ("the app") as a free app with in-app purchases.
2. This privacy policy informs app users how we process their personal data.
3. If you choose to use our app, then you agree to the processing described by this policy. We will not use or share your personal data with anyone except as described in this privacy policy.
4. Unless otherwise stated in the following sections, no personal information is collected, processed or utilised when using the app.
5. Information is only collected from users who decide to purchase a physical copy of one of our stories from the app bookshop.
6. We only collect the information needed to complete orders made through the bookshop, such as the name, address, email address and story choices made by the bookshop user. We only collect the last four digits of any card used to make a transaction - the remaining payment details are collected and stored securely by our payment processing partner. We do not have access to your full payment details.
7. We do not store the data processed on our own servers - we rely on a third-party to securely store your data on their servers. Your data is securely stored within the EU or the United Kingdom.
8. The app securely transmits your data to our third-party storage provider. However, providing personal information, whether it be in person, over the phone, or over the internet, always entails risks, and no technological system is completely unaffected by manipulation or sabotage. Vivlio Ltd makes reasonable efforts to prevent and minimise the risk of unauthorised access to, and the unauthorised use or corruption of, personal information.
9. We disclose the delivery name, delivery address and story choices of bookshop users to our printing partner, who prints the physical copy of our story and posts it. In principle, Vivlio Ltd will not disclose personal data to third parties, unless there is a legal obligation to pass it on or if a data transfer is required to carry out the contractual relationship. In this respect, the information provided by you for the purposes mentioned above, and to the extent necessary for the processing of your order or request, is exchanged with partner companies. This is especially the case for printing and delivery. The amount of data transmitted is reduced to the minimum required.
10. Access to the app is intended to be acquired by someone with parental responsibility together with their child - access is not to be acquired by children on their own. We understand bookshop users may give their child's name as the name of the hero in

the printed story they are ordering. If you choose to do this and the child in question is of sufficient age and maturity to provide their own consent for this, you must obtain their consent before providing us with this information. If the child in question is not of sufficient age and maturity to give their consent, only someone with parental responsibility of the child in question can provide us with this information.

11. We will only use this information to facilitate the printing of the story ordered. Information will be kept for as long as reasonably necessary. If we have inadvertently received personal information about a child without the necessary consent, we will delete such information from our records.
12. Vivlio Ltd can change this privacy policy or the content of the app at any time, even without notice. We therefore recommend that you read the terms and the privacy policy each time the app is updated, so that you know at all times for what purposes we process your data.
13. Upon request, Vivlio Ltd will provide information free of charge about the personal data we store about you. Upon request, we will correct incorrect data or block or delete personal data, insofar as this does not preclude a statutory retention obligation.
14. To lodge a disagreement regarding the use of your data or a revocation of the consent to the use of your data, a request for information about the stored personal data or its correction, please contact us at contact@vivlioltd.com
15. We may employ third-party companies and individuals due to the following reasons:
 - To facilitate our Service;
 - To provide the Service on our behalf;
 - To perform Service-related services; or
 - To assist us in analyzing how our Service is used.
16. We want to inform users of this Service that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.
17. We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

18. These Services do not address anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13 years of age. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

19. We may update our Privacy Policy from time to time. Thus, you are advised to review our policy periodically for any changes.

20. If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at contact@vivlioltd.com.