Privacy Policy for Propios

Last updated: October 22, 2025

This Privacy Policy explains how Propios ("we", "us", or "our") collects, uses, discloses, and safeguards information when you use the Propios iOS application (the "App"). If you do not agree with this policy, please do not use the App.

If you have questions, contact: Propagentic, justin@propagenticai.com

1. Information We Collect

- **Personal Information**
  - Account details: first name, last name, email address, password (via Firebase Auth), optional phone number.
  - Identifiers: Firebase user ID (UID), App-internal IDs (e.g., `tenantId`, `propertyId`, `landlordId`).
- **Property and Profile Data**
  - Tenant profile: display name, email, phone number, arrays of properties, leases, maintenance request IDs, timestamps.
  - Property data: address (street, city, state, zip), nickname, landlordId, and related fields (as needed for tenant-landlord coordination).
- **User-Generated Content**
  - Maintenance requests: text descriptions, category, issue type, optional urgency.
  - Photos you attach to maintenance requests or AI chat.
  - AI maintenance chat messages and conversation context stored to support assistance and request creation.
- **Device and Network**
  - Basic network connectivity status (no network monitoring collects precise location).
  - Timestamps and minimal technical logs necessary for security, reliability, and support.
- **Local Device Storage**
  - If you opt in to "Remember Me," your email and password are stored locally and securely in the iOS Keychain. You can turn this off anytime; doing so removes stored credentials.

We do not collect HealthKit, HomeKit, precise location, contacts, or microphone/audio data.

2. How We Use Information

- Provide and secure the App's core features (authentication, property onboarding, maintenance requests).
- Store and synchronize account, profile, and maintenance data with our backend (Firebase).
- Enable photo attachments and AI-powered assistance for maintenance diagnosis and request creation.
- Communicate essential updates (e.g., verification, password reset) through backend services.
- Improve reliability, safety, and customer support.
- Comply with legal obligations and enforce terms.

3. Data Processing and Storage

- **Authentication and Database**
  - Firebase Authentication for sign up/login.
  - Firestore for users, tenant profiles, maintenance requests, AI conversations.
- **Media Storage**
  - Firebase Storage for images you upload (maintenance photos and AI chat images).
- **AI Assistance**
  - Requests to AI endpoints hosted on Google Cloud (Cloud Run) are authenticated by Firebase ID tokens. We send text and, when you choose, image URLs to these endpoints to provide maintenance assistance.
- **Keychain**
  - If you opt in, your email and password are saved to the iOS Keychain to autofill on future logins.

Data is stored with reputable providers using encryption in transit and at rest (as provided by Firebase/Google Cloud).

4. Third-Party Services

- Firebase (Auth, Firestore, Functions, Storage) — see Firebase Privacy & Security: https://firebase.google.com/support/privacy and Google Privacy Policy: https://policies.google.com/privacy.
- Google Cloud (Cloud Functions, Cloud Run) — see https://cloud.google.com/terms/cloud-privacy-notice.
- Twilio (used by backend to send invitations/SMS where applicable) — see https://www.twilio.com/legal/privacy.

These providers may process data on our behalf to deliver the App's functionality. We do not use advertising SDKs or third-party analytics SDKs in the App.

5. Permissions We Request

- Camera (NSCameraUsageDescription): capture photos for maintenance requests or AI chat.
- Photo Library (NSPhotoLibraryUsageDescription): select images from your library to attach to requests or AI chat.

You can manage permissions in iOS Settings. The App remains functional without photos, though photo-based features will be limited.

6. Children's Privacy

The App is not directed to children under 13 (or under 16 in the EU). We do not knowingly collect personal information from children. If you believe a child has provided personal information, contact us to request deletion.

7. Data Retention

We retain personal data for as long as necessary to provide the service, resolve disputes, comply with legal obligations, and maintain records. Maintenance requests, AI conversations, and related images are retained to support property management needs. When you delete your account, we delete or de-identify personal data, subject to legal or operational retention requirements (e.g., fraud prevention, bookkeeping).

8. Data Sharing and Transfers

We share data with service providers (listed above) solely to operate the App. We do not sell personal data. Data may be processed in countries where our providers operate (including the United States). Where required, we use appropriate safeguards for cross-border transfers.

9. Your Rights and Choices

- Access, Correction, and Deletion: You can access and update your profile data within the App. You can delete your account from the in-app "Delete Account" flow. You may also request deletion via email at [Email].
- Opt-Out of "Remember Me": Disable the option to remove stored credentials from your device's Keychain.
- GDPR (EEA/UK): You may have rights to access, rectify, erase, restrict processing, data portability, and object. Our legal bases: performance of a contract (providing the App), legitimate

interests (security, service improvement), consent (camera/photo access), and legal obligations.

- CCPA/CPRA (California): We do not sell or share personal information as defined by law. You may request access or deletion by contacting us at [Email]. We will not discriminate against you for exercising your rights.

10. Security

We use industry-standard measures and rely on secure infrastructure (Firebase/Google Cloud). No method of transmission or storage is 100% secure. Report security concerns to [Email].

11. User-Generated Content

You are responsible for the content you submit (descriptions, photos). Do not upload sensitive personal data you do not want shared with your landlord or service providers for maintenance purposes.

12. Account Deletion

You can delete your account in the App under Profile > Delete Account. This triggers backend deletion of your user account and related records consistent with our retention policy. If an automated path fails, you may contact [Email] to have us assist.

13. Changes to This Policy

We may update this Privacy Policy from time to time. We will update the "Last updated" date and, where appropriate, notify you in the App.

14. Contact Us

Propagentic
justin@propagenticai.com