

Privacy Policy & Terms of Service

Last Updated: August 2nd, 2025

1. Introduction

Welcome to Clearview ("we," "our," or "us"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our journaling application and related services (the "Service").

By using our Service, you agree to the collection and use of information in accordance with this policy.

2. Information We Collect

2.1 Account Information

- **Discord Authentication Data:** When you sign up through Discord, we collect your Discord username, user ID, and email address associated with your Discord account
- **Profile Information:** Display name and any profile information you choose to provide

2.2 Journal Content

- **Journal Entries:** All text, images, and other content you create in your journal entries
- **Metadata:** Timestamps, entry categories, tags, and mood indicators you assign
- **Usage Data:** How you interact with the app, frequency of use, and feature utilization

2.3 Technical Information

- **Device Information:** Device type, operating system, app version
- **Log Data:** IP addresses, access times, and error logs for troubleshooting purposes

3. How We Use Your Information

3.1 Primary Uses

- **Service Provision:** To provide, maintain, and improve our journaling services
- **Account Management:** To manage your account and authenticate your access
- **Data Synchronization:** To sync your journal entries across your devices
- **Customer Support:** To respond to your inquiries and provide technical support

3.2 Analytics and Improvement

- **App Performance:** To analyze usage patterns and improve app functionality

- **Bug Fixes:** To identify and resolve technical issues

4. Medical Information Protection

IMPORTANT: We recognize that journal entries may contain sensitive health and medical information.

4.1 No Third-Party Sharing

- We will **NEVER** share, sell, or disclose any medical or health information contained in your journal entries to third parties
- Your personal health insights, symptoms, medications, or medical experiences remain completely private
- We do not analyze journal content for medical purposes or share data with healthcare providers, insurance companies, or medical research organizations

4.2 Medical Disclaimer

- Our Service is not intended to provide medical advice, diagnosis, or treatment
- Always consult qualified healthcare professionals for medical concerns
- We are not responsible for any medical decisions made based on journal entries or app usage

5. Data Storage and Security

5.1 Storage Infrastructure

- **Primary Database:** MongoDB for core application data
- **Authentication & Real-time Features:** Supabase for user authentication and real-time synchronization
- **Encryption:** All data is encrypted in transit and at rest using industry-standard encryption protocols

5.2 Security Measures

- Regular security audits and monitoring
- Access controls limiting employee access to user data
- Secure authentication through Discord OAuth
- Regular backups with encrypted storage

6. Data Sharing and Disclosure

6.1 We Do NOT Share Your Data Except:

- **With Your Consent:** Only when you explicitly authorize sharing

- **Legal Requirements:** When required by law, court order, or government request
- **Safety Purposes:** To prevent harm or illegal activity (only when legally required)

6.2 Service Providers

- We may use trusted third-party service providers (MongoDB, Supabase, Discord) to operate our Service
- These providers are bound by strict confidentiality agreements
- They may only access data necessary to provide their specific services

7. Third-Party Service Limitations

7.1 External Service Responsibility

- **Discord:** We rely on Discord for authentication but are not responsible for Discord's data practices
- **MongoDB/Supabase:** While we use these services for data storage, we are not liable for any data breaches or issues on their platforms
- **User Responsibility:** Users should review the privacy policies of Discord and other connected services

7.2 Data Breach Notification

- We will notify users of any known data breaches affecting their information within 72 hours of discovery
- We are not responsible for breaches occurring at third-party service providers beyond our control

8. Your Data Rights

8.1 Access and Control

- **Data Export:** Request a copy of all your journal data in a portable format
- **Data Deletion:** Request permanent deletion of your account and all associated data
- **Data Correction:** Update or correct any inaccurate information

8.2 Account Deletion

- You may delete your account at any time through the app settings
- Upon deletion, all journal entries and personal data will be permanently removed within 30 days
- Some technical logs may be retained for security purposes but will not contain personal journal content

9. Data Retention

- **Active Accounts:** Data is retained while your account remains active
- **Inactive Accounts:** Accounts inactive for 2+ years may be deleted after email notification
- **Deleted Accounts:** All data permanently deleted within 30 days of account closure
- **Legal Holds:** Data may be retained longer if required by legal obligations

10. Children's Privacy

Our Service is not intended for users under 13 years of age. We do not knowingly collect personal information from children under 13. If we become aware of such collection, we will take steps to delete the information promptly.

11. International Users

Your data may be stored and processed in servers located in different countries. By using our Service, you consent to this transfer and processing.

12. Changes to This Policy

We may update this Privacy Policy periodically. We will notify users of significant changes through:

- In-app notifications
- Email notifications (if provided)
- Updates to this document with revised effective date

Continued use of the Service after changes constitutes acceptance of the updated policy.

13. Terms of Service

13.1 Acceptable Use

- Use the Service only for personal journaling purposes
- Do not share your account credentials
- Do not attempt to breach security or access other users' data
- Do not use the Service for illegal activities

13.2 Service Availability

- We strive for 99.9% uptime but cannot guarantee uninterrupted service
- Scheduled maintenance will be announced in advance when possible

- We are not liable for temporary service interruptions

13.3 Limitation of Liability

- Our liability is limited to the maximum extent permitted by law
- We are not responsible for data loss due to user error or device failure
- Third-party service outages or breaches are beyond our control

14. Contact Information

For questions about this Privacy Policy or to exercise your data rights, contact us at:

Email: [privacy@yourapp.com]

Support: [support@yourapp.com]

Address: [Your Company Address]

This Privacy Policy is designed to be transparent about our data practices while protecting your sensitive journal content, especially any health or medical information you may choose to include in your entries.