

Privacy Policy

Starship Psychics LLC

Version 3.0

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Jurisdiction: United States, Canada, Mexico

1. Introduction

Welcome to Starship Psychics LLC ("we," "us," "our," or the "**Service**"). We are committed to protecting your privacy and ensuring you have a positive experience on our platform. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our mobile application and related services.

Age Restriction: Our Service is restricted to users who are 18 years of age or older. By using our Service, you represent and warrant that you are at least 18 years old. We verify age through the birth date provided during account creation.

This Privacy Policy applies to our mobile application and all services offered through this platform. We comply with applicable privacy laws in the United States, Canada, and Mexico, including:

- **CCPA/CPRA** (California Consumer Privacy Act / California Privacy Rights Act) - California residents
- **PIPEDA** (Personal Information Protection and Electronic Documents Act) - Canadian residents
- **State Privacy Laws** - Applicable state-level privacy regulations in the United States

2. What Personal Information We Collect

2.1 Information You Provide Directly During Onboarding

Required Information:

- **Name** - Your full legal name
- **Email Address** - Used as your unique user ID and for account authentication
- **Birth Date** - Required for age verification (18+) and astrological calculations (YYYY-MM-DD format)
- **Sex/Gender** - Used for personalized readings
- **Familiar Name** - Your preferred name or how you'd like to be addressed in the app

Optional Information for Enhanced Astrological Services:

- **Birth Time** - Precise time of birth (HH:MM format) for accurate birth chart calculations
- **Birth Location** - Country, province/state, and city of birth for zodiac wheel alignment with your rising sign
- **Phone Number** - For Two-Factor Authentication (2FA) security enhancement
- **Backup Email** - Secondary email address for account recovery
- **Backup Phone Number** - Secondary phone number for account recovery

Important: All personal information you provide is encrypted and securely stored in our database. You can update or change your personal information at any time through your account settings.

2.2 User-Generated Content and Interaction Data

We collect and store the following data from your interactions with our Service:

- **Oracle Chat Messages** - Your questions and inputs to the psychic oracle, and the oracle's responses
- **Daily Horoscopes** - Generated daily horoscope readings based on your astrological profile
- **Weekly Horoscopes** - Generated weekly horoscope readings
- **Moon Phase Readings** - Personalized readings based on current moon phases
- **Cosmic Weather Readings** - Astrological readings based on planetary alignments and cosmic events

Some user-generated content may incidentally include information about your health, sexual life, religious or spiritual beliefs, or other sensitive matters. We do not ask you to provide this type of information and we do not use it for marketing or for building profiles for advertising. We process such content only to deliver the oracle, horoscope, and related readings you request, to maintain the integrity and safety of the Service, and to comply with applicable law

2.3 Information Collected Automatically

Technical Data:

- IP Address - Recorded at login and for security purposes
- Device information - Device type, operating system, and mobile app version
- Session timestamps - Login and logout times
- Usage data - Features accessed, session duration, and error logs

Note: We do not use Google Analytics or similar third-party analytics services.

2.4 Policy Violation and Enforcement Data

We maintain records related to the enforcement of our Terms of Service and community standards, including:

- Flags and internal notes indicating potential or actual violations of our content or conduct rules (for example, content involving illegal activity, abuse of minors, medical advice, harassment, doxxing, or other prohibited behavior);
- Records of warnings, temporary suspensions, or permanent account bans; and

- Correspondence related to enforcement actions and appeals.

We use this information solely to enforce our rules, protect users and the public, prevent fraud and abuse, and comply with applicable laws and legal requests

3. How We Use Your Information

We use your personal information for the following purposes:

3.1 Essential Service Operations

- **Account Creation and Authentication** - To create and manage your account using your email as the unique user ID
- **Age Verification** - To verify you meet our 18+ age requirement
- **Security and Fraud Prevention** - To protect your account and prevent unauthorized access
- **Two-Factor Authentication** - To send verification codes via SMS or email when you enable 2FA

3.2 Astrological and Divination Services

- **Birth Chart Calculations** - To calculate your Sun, Moon, Rising signs, and complete birth chart using your birth date, time, and location
- **Zodiac Wheel Alignment** - To align your zodiac wheel with your rising sign for personalized readings
- **Personalized Oracle Guidance** - To provide tailored psychic readings based on your questions and astrological profile
- **Daily and Weekly Horoscopes** - To generate personalized horoscope readings
- **Moon Phase and Cosmic Weather Readings** - To provide insights based on current celestial events

3.3 Communication and Notifications

- **Service Notifications** - To send important updates about your account and our Service
- **Marketing Communications** - To send promotional emails about new features, special offerings, and astrological insights (with your consent)
- **Customer Support** - To respond to your inquiries and provide assistance

3.4 Service Improvement and Analytics

- To understand how users interact with our app and identify areas for improvement
- To fix bugs, errors, and technical issues
- To develop new features and enhance existing functionality

3.5 Legal Compliance

- To comply with applicable laws, regulations, and legal processes
- To maintain audit logs and records as required by law
- To respond to lawful requests from authorities and

- To investigate, prevent, or take action regarding suspected illegal activity, threats to the safety of any person (including minors), violations of our Terms of Service or community policies, fraud, or security incidents, which may include retaining and disclosing relevant user-generated content and enforcement records where permitted or required by law

4. Third-Party Service Providers

We use the following trusted third-party service providers to operate our Service. We enter into written agreements with our service providers requiring them to use your personal information only to provide services to us, to keep it confidential, and to implement appropriate technical and organizational safeguards consistent with this Privacy Policy and applicable law. These providers have access to your personal information only to perform specific tasks on our behalf and are obligated to protect your information:

Service Provider	Purpose	Data Shared
Stripe	Payment processing and billing	Payment method, billing address, transaction data
Firebase	User authentication and login management	Email address, authentication tokens
OpenAI	AI-powered oracle readings and content generation	User inputs, chat messages, astrological profile data. We configure our use of OpenAI's services so that your data is not used by OpenAI to train or improve its general models and is processed only to generate responses for your use of the Service.
Twilio/SendGrid	Two-Factor Authentication (2FA), email notifications, and marketing communications	Email address, phone number (if provided), message content
AWS (Amazon Web Services)	Cloud hosting and infrastructure	All data stored on our servers (encrypted)
PostgreSQL	Database storage and management	All personal information and user data (encrypted)
Redis	Queue management and caching	Temporary session data, processing queues

Important: We do not sell, rent, or trade your personal information to third parties for their marketing purposes.

5. Data Retention

We retain your personal information for the following periods:

5.1 Active Account Data

- **Personal Profile Information** (name, email, birth date, sex, familiar name) - Retained until you delete your account
- **Birth Information** (birth time, location) - Retained until you delete your account
- **Optional Security Information** (phone number, backup email, backup phone) - Retained until you delete your account or remove them
- **User Interaction Data** (oracle chat messages and responses, daily/weekly horoscopes, moon phase readings, cosmic weather readings) - **Retained for 7 years** from the date of creation for service improvement and legal compliance

5.2 After Account Deletion

- **Personal Profile Information** - Anonymized within 30 days of account deletion
- **User Interaction Data** - Retained for the remainder of the 7-year retention period in anonymized form for legal compliance and service improvement
- **Audit Logs** - Retained for 7 years for financial, tax, and legal compliance purposes including records of suspected or confirmed policy violations, fraud prevention, and abuse of the Service. In some cases, we may retain specific records for longer where required by law or necessary to protect our rights or the rights and safety of others
- **Payment Records** - Retained by Stripe according to their retention policies and legal requirements

5.3 Backups and Disaster Recovery

- Database backups are retained for 90 days for disaster recovery purposes
- All backups are encrypted and stored securely on AWS infrastructure

6. Data Security

We implement robust security measures to protect your personal information:

- **Encryption at Rest** - All personal information stored in our PostgreSQL database is encrypted using industry-standard encryption algorithms
- **Encryption in Transit** - All data transmitted between your device and our servers is encrypted using TLS/SSL protocols
- **Access Controls** - Strict access controls ensure only authorized personnel can access your data
- **Two-Factor Authentication** - Optional 2FA adds an extra layer of security to your account
- **Regular Security Audits** - We conduct regular security assessments and vulnerability testing
- **Secure Infrastructure** - Our Service is hosted on AWS, which maintains SOC 2 Type II compliance and industry-leading security standards

Note: While we implement strong security measures, no method of electronic storage or transmission is 100% secure. We cannot guarantee absolute security but continuously work to improve our security practices.

7. Your Privacy Rights

Depending on your location, you have certain rights regarding your personal information:

7.1 Universal Rights (All Users)

- **Right to Access** - Request a copy of the personal information we hold about you
- **Right to Rectification** - Update or correct your personal information through your account settings at any time
- **Right to Deletion** - Request deletion of your account and personal information (subject to legal retention requirements and our need to retain certain records for security, fraud prevention, and legal compliance, as described in Section 5)
- **Right to Data Portability** - Download your data in a machine-readable format (JSON)

7.2 California Residents (CCPA/CPRA Rights)

If you are a California resident, you have additional rights:

- **Right to Know** - Know what personal information we collect, use, disclose, and sell (we do not sell your data)
- **Right to Delete** - Request deletion of your personal information (with certain exceptions)
- **Right to Opt-Out** - Opt out of the "sale" or "sharing" of personal information (we do not sell or share your data)
- **Right to Correct** - Correct inaccurate personal information
- **Right to Limit Use of Sensitive Information** - Request limitations on the use of sensitive personal information (birth date, location)
- **Right to Non-Discrimination** - We will not discriminate against you for exercising your privacy rights

Categories of Personal Information We Collect (CCPA Disclosure):

- Identifiers (name, email, IP address)
- Sensitive personal information (birth date, birth time, birth location, sex)
- Commercial information (payment history, subscription status)
- Internet activity (usage logs, chat messages)
- Geolocation data (birth location, if provided)

We DO NOT sell your personal information. We DO NOT share your personal information for cross-context behavioral advertising.

7.3 Canadian Residents (PIPEDA Rights); Mexican Residents (ARCO Rights)

If you are a Canadian resident, you have the right to:

- Access your personal information held by us
- Correct inaccurate information
- Withdraw consent for certain uses of your data (for example, marketing communications or non-essential analytics), without affecting the core services that are strictly necessary to operate your account and fulfill your requests)
- Request deletion of your personal information (subject to legal requirements)
- File a complaint with the Office of the Privacy Commissioner of Canada if you believe your privacy rights have been violated

For most of our processing activities, we rely on your consent under PIPEDA. In some cases, we may also process your information where permitted without consent, for example to investigate fraud or security incidents, or to comply with legal obligations.

If you are a resident of Mexico, you have the right to:

- Access – Obtain confirmation of whether we process your personal data and access to that data;
- Rectification – Request correction of inaccurate or incomplete personal data;
- Cancellation – Request that we delete your personal data when it is no longer necessary for the purposes for which it was collected, subject to legal and legitimate business retention requirements;
- Opposition – Object to certain processing of your personal data on legitimate grounds; and
- Revocation of Consent – Revoke your consent to the processing of your personal data, where consent is the legal basis, without affecting processing that has already occurred based on your prior consent or processing required by law.

To exercise these rights, please contact us at privacy@starshippsychics.com. You may also have the right to file a complaint with the National Institute for Transparency, Access to Information and Personal Data Protection (INAI) if you believe your privacy rights have been violated

7.4 How to Exercise Your Rights

You can exercise your privacy rights in the following ways:

- **Update Your Information** - Log into your account and navigate to Settings > Personal Information
- **Download Your Data** - Go to Settings > Download My Data to receive a JSON file with all your information
- **Delete Your Account** - Go to Settings > Delete My Account and follow the verification steps
- **Contact Us** - Email privacy@starshippsychics.com for assistance with privacy requests

Timeline: We will respond to your privacy rights requests within 30 days (45 days for California residents if additional time is needed).

8. Marketing Communications and Your Choices

We may send you marketing communications about new features, special offers, and astrological insights. You have control over these communications:

- **Email Marketing** - Unsubscribe using the link at the bottom of any marketing email, or adjust preferences in your account settings
- **SMS/Text Messages** - Reply STOP to any text message to unsubscribe from SMS marketing
- **Push Notifications** - Disable in your device settings or within the app settings

Note: Even if you opt out of marketing communications, we will still send you essential service-related notifications (account security alerts, billing notifications, etc.).

9. International Data Transfers

Your information may be transferred to and processed in the United States, where our servers are located. We take appropriate measures to ensure your data is protected according to this Privacy Policy and applicable laws.

For Canadian Users: Your personal information may be processed and stored in the United States, which has different data protection laws than Canada. By using our Service, you consent to the transfer of your information to the United States. We ensure that appropriate safeguards are in place through contractual obligations with our service providers.

For Mexican Users: Your personal information may be transferred internationally for processing. We ensure adequate protection through contractual commitments with service providers and compliance with applicable data protection laws.

10. Children's Privacy

Our Service is **strictly intended for users 18 years of age and older**. We do not knowingly collect personal information from individuals under 18. We verify age through the birth date provided during account registration. If we discover that we have inadvertently collected information from someone under 18, we will promptly delete that information. If we become aware of content suggesting abuse, exploitation, or endangerment of a minor, we may retain relevant information and report it to law-enforcement or appropriate authorities, in accordance with applicable law and our legal obligations. If you believe we have collected information from a minor, please contact us immediately at privacy@starhippsychics.com.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make material changes, we will notify you by:

- Sending an email notification to your registered email address
- Displaying a prominent notice in the app
- Updating the "Last Updated" date at the top of this policy

Your continued use of the Service after we make changes constitutes your acceptance of the updated Privacy Policy. If you do not agree with the changes, you should discontinue use of the Service and may delete your account.

12. Contact Information

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Starship Psychics LLC

Privacy Officer

Email: privacy@starshippsychics.com

Mailing Address: PO Box 13, Wimberley, TX 78676, United States

Response Time: We will respond to your inquiries within 30 days (45 days for complex requests).

13. Additional State-Specific Information

13.1 Nevada Residents

Nevada residents have the right to opt out of the sale of their personal information. We **do not sell** your personal information. If you have questions, contact privacy@starshippsychics.com.

13.2 Other State Privacy Laws

Residents of states with comprehensive privacy laws (including Virginia, Colorado, Connecticut, Utah, and others) have rights similar to those outlined in Section 7 of this Privacy Policy. To exercise your rights, please contact us at privacy@starshippsychics.com.

14. Data Protection Officer

For privacy-related inquiries and to exercise your data protection rights, you may contact our Privacy Officer at: privacy@starshippsychics.com

15. Cookies and Tracking Technologies

Our mobile application uses minimal tracking technologies:

- **Session Tokens** - Required for authentication and security (expire after 24 hours)
- **Preference Storage** - Local storage on your device for app settings and preferences
- **No Third-Party Analytics** - We do not use Google Analytics, Facebook Pixel, or similar third-party tracking services

16. Data Breach Notification

If we become aware of a security incident that compromises the confidentiality, integrity, or availability of your personal information, we will investigate promptly and take reasonable steps to mitigate any harm. Where required by applicable law, we will notify you and/or the appropriate regulatory authorities without undue delay, and will provide information about what happened, what data may be affected, and steps you can take to protect yourself.

17. Limitation of Liability

While we implement reasonable security measures to protect your personal information, we cannot guarantee absolute security. In the event of a data breach that affects your personal information, we will notify you in accordance with applicable law. Our liability for any data breach or unauthorized access is limited to the extent permitted by applicable law.

18. Governing Law and Dispute Resolution

This Privacy Policy is governed by the laws of the State of Texas, United States, without regard to its conflict of law provisions. Any disputes arising from this Privacy Policy or our data practices shall be resolved in the courts located in Hays County, Texas.

For Canadian Residents: Nothing in this section limits your rights under PIPEDA or your ability to file a complaint with the Office of the Privacy Commissioner of Canada.

For California Residents: Nothing in this section limits your rights under the CCPA/CPRA or your ability to file a complaint with the California Attorney General.

19. Acknowledgment and Consent

By creating an account and using Starship Psychics, you acknowledge that you have read, understood, and agree to this Privacy Policy. You consent to:

- The collection and processing of your personal information as described in this policy
- The storage of your data in encrypted form on our secure servers
- The use of third-party service providers to help us operate the Service
- International data transfers to the United States for processing
- The retention of your interaction data for 7 years as described in Section 5
- Nothing in this Section limits your statutory rights under applicable privacy laws, including the rights of California, Canadian, and Mexican residents described in Section 7.

If you do not agree with this Privacy Policy, please do not use our Service.

Thank you for trusting Starship Psychics with your information.

Last Review Date: February 2, 2026

This Privacy Policy is a comprehensive compliance document. We recommend periodic review with legal counsel to ensure continued compliance with evolving privacy regulations.