

Privacy Policy

This Privacy Policy explains how SparkChat (owned and operated by Poacha Labs Pty Ltd, "we," "us," or "our") collects, uses, stores, and protects information about you ("you," "user") when you use the SparkChat mobile application ("App").

By using SparkChat, you agree to the practices described below. If you do not agree, do not use the App.

1. Age Requirement

SparkChat is only available to individuals aged 16 years or older. If you are under 18, you confirm that you have permission from a parent or guardian to use the App. We do not knowingly collect or store data from users under the age of 16.

2. What Data We Collect

We collect only the minimum data required to operate the App and communicate when necessary.

We may collect the following:

- Manually provided preference data such as:
 - Selected interests
 - Recently liked or favorited AI responses
- Contact information (email or phone number) only if:
 - You voluntarily join the waitlist
 - You contact us via email to give feedback, report an error, express interest in partnership, or request support

We do not collect your email, phone number, or any identifying information if you only subscribe through the App.

We do not collect or store:

- Any data about your connection (the person you are conversing about)
- Screenshots or image uploads (these are automatically and permanently deleted when you clear a chat)
- Any sensitive personal data or payment information

3. How We Use Your Data

We use your data solely to:

- Operate core features of the App, such as personalized suggestions

- Improve quality of responses based on your feedback (e.g., liked suggestions)
- Communicate only if you have joined the waitlist or reached out to us directly

We do not currently offer opt-in email newsletters or promotional updates.

We do not sell, rent, or share your data with third-party advertisers or marketing companies.

4. Data Deletion

If you unsubscribe from SparkChat or request deletion:

- Your manually entered interests and liked responses will be deleted
- Your screenshots and uploads are already deleted upon clearing a chat
- Your contact details will be removed unless we are required by law to retain them for tax or security purposes

You can email hi@poachalabs.com at any time to request deletion of your data.

5. Cookies and Tracking

SparkChat does not use cookies or trackers within the App.

We do not track users across third-party services.

6. Data Security

We use appropriate technical and procedural safeguards to protect your data. These include:

- End-to-end encrypted communication
- Secure cloud storage
- Automated deletion of temporary and sensitive user content (like screenshots)

No system is completely secure, so we encourage users to avoid entering unnecessary sensitive information.

7. Third-Party Services

We use third-party services such as Apple and Google to process subscriptions. These platforms have their own privacy practices. We do not store your credit card or billing information.

If you email us or use a third-party contact form, that service may temporarily store your message.

8. Your Rights

You have the right to:

- Request access to the data we hold about you
- Request correction or deletion of your information
- Withdraw your contact information if previously submitted

To exercise these rights, email us at hi@poachalabs.com

9. Legal Jurisdiction

SparkChat and Poacha Labs Pty Ltd are based in Australia. All data handling, legal obligations, and privacy protections are governed by Australian law.

10. Changes to This Policy**

We may update this Privacy Policy from time to time. All updates will be reflected inside the App, and your continued use of SparkChat constitutes acceptance of any changes.

If you would like to review the latest version of this Privacy Policy or our Terms of Use at any time, they are accessible within the app or by emailing hi@poachalabs.com

11. Contact Us

For questions, feedback, or data requests, please contact:

www.poachalabs.com/contact

Please leave a clear subject line in the email.