

Privacy Policy

Effective Date: 3 September 2025

LumaLabs Private Limited (“we”, “our”, “us”) respects your privacy and is committed to protecting it. This Privacy Policy explains how we collect, use, and store your information when you use our app.

1. Information We Collect

Account Information: When you sign up via Apple ID, we receive your Apple ID email (you may choose to hide it using Apple’s private email relay).

Profile Information: Age, gender, skin type, and skin concerns.

Images: Photos or images taken during scans.

Face Data: We collect face scan data to allow users to view their past scans within the app. Face data is stored solely for this purpose and is **not used for advertising, analytics, or any other purposes**.

We do not collect location data, health information, or track your behavior in the app.

2. How We Use Your Information

- Provide and improve our services, including scan processing.
- Send push notifications to inform you when your scans are processed.
- Support your account management and respond to support requests.
- Store and display face scan data to allow users to access their scan history.

3. Data Storage and Retention

Your data is stored securely using Supabase.

Face Data: Face scan data is retained for **up to 12 months** or until you delete your account, whichever comes first. Users can delete their account and all associated data **directly in the app** by opening the left-hand side panel, navigating to “About,” and scrolling to the bottom of the Account Management section.

Other account and profile data are retained only while you are an active user.

4. Third-Party Integrations

We use the following third-party services to operate and improve the app:

- **Supabase** – For database and storage.
- **Google Gemini** – For scan processing and ingredient analysis.
- **RevenueCat** – For subscription management.
- **Expo Dev** – For push notifications and app development tools.

Face Data Sharing: We do **not share face scan data with any third parties**. Face data is stored securely in our systems or with service providers solely for scan processing, and these providers **do not use face data for any other purposes**.

We do not share your personal data with any third parties for advertising or analytics purposes.

5. Advertising

Our app does not display ads.

6. Push Notifications

We send push notifications solely to inform you when scans are completed. These notifications do not track your behavior or use your personal information for marketing purposes.

7. Children's Privacy

Our app is not intended for children under 13. We do not knowingly collect information from children under 13.

8. Security

All face data is **encrypted in transit and at rest**. We implement reasonable security measures to protect all information; however, no method of storage or transmission over the internet is completely secure.

9. Changes to This Privacy Policy

We may update this policy from time to time. We will notify you of significant changes within the app or via your registered email.

10. Contact Us

If you have questions about this Privacy Policy or need assistance deleting your account, please contact us at: support@lumalabs.dev