

## **Privacy Policy**

### **Weigh-In**

**Effective Date:** 08 February 2026

Upper East Solutions (“Company,” “We,” “Us,” or “Our”) respects your privacy and is committed to protecting it through this Privacy Policy. This Privacy Policy explains how We collect, use, disclose, and safeguard your information when you use the Weigh-In mobile application (the “App”).

By downloading, accessing, or using the App, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use the App.

## **1. Information We Collect**

We collect information that you voluntarily provide to Us, information that is collected automatically when you use the App, and information stored and processed through third-party services such as Firebase.

### **1.1 Personal Information You Provide**

When you create an account or use the App, We may collect personal information, including but not limited to:

- Name or username
- Email address
- Account login credentials
- Profile information
- User-generated content you submit within the App
- Any other information you choose to provide

### **1.2 Health-Related or Sensitive Information**

Depending on how you use Weigh-In, the App may collect information related to body weight, measurements, or other wellness-related data that you voluntarily input.

This information is collected solely to provide the App's functionality and user experience. Weigh-In does **not** provide medical advice and does **not** diagnose, treat, or prevent any medical condition.

### 1.3 Automatically Collected Information

When you access or use the App, certain information may be collected automatically, including:

- Device type and model
- Operating system and version
- Unique device identifiers
- App usage data and interaction logs
- IP address or approximate location derived from IP
- Crash reports and performance data

This information is used to operate, maintain, improve, and secure the App.

## 2. How We Use Your Information

Upper East Solutions uses the information collected for purposes including, but not limited to:

- Creating and managing user accounts
- Providing and maintaining core App functionality
- Storing, syncing, and retrieving user data
- Improving features, performance, and user experience
- Communicating with you about your account or App updates
- Detecting, preventing, and addressing security or technical issues
- Complying with legal and regulatory obligations

We do **not** sell your personal information.

### 3. Data Storage and Security

Weigh-In uses **Firebase**, a service provided by Google LLC, to store and process user data. Firebase applies industry-standard security practices designed to protect personal information.

Upper East Solutions implements reasonable administrative, technical, and physical safeguards to protect your data. However, no system is completely secure, and We cannot guarantee absolute security of your information.

### 4. Sharing of Information

We may share your information only in the following circumstances:

#### 4.1 Service Providers

We may share information with trusted third-party service providers, such as Firebase, that perform services on Our behalf and are contractually obligated to protect your data.

#### 4.2 Legal Requirements

We may disclose information if required by law or if We believe disclosure is necessary to:

- Comply with a legal obligation
- Enforce Our policies or agreements
- Protect the rights, property, or safety of Upper East Solutions, users, or others
- Investigate or prevent fraud or security issues

#### 4.3 Business Transfers

If Upper East Solutions is involved in a merger, acquisition, restructuring, or sale of assets, user information may be transferred as part of that transaction.

## 5. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by law.

You may request deletion of your account and associated data at any time.

## 6. Your Privacy Rights

Depending on your jurisdiction, you may have rights regarding your personal information, including:

- The right to access your personal data
- The right to correct or update inaccurate information
- The right to request deletion of your data
- The right to object to or restrict certain data processing

Requests may be submitted using the contact information provided below.

## 7. Children's Privacy

Weigh-In is not intended for use by children under the age of 13 (or the minimum legal age in your jurisdiction). Upper East Solutions does not knowingly collect personal information from children. If such information is discovered, it will be deleted promptly.

## 8. Third-Party Links and Services

The App may contain links to third-party websites or services. Upper East Solutions is not responsible for the privacy practices or content of those third parties. We encourage users to review applicable privacy policies.

## 9. International Data Transfers

Your information may be transferred to and processed in countries outside your jurisdiction, including the United States. By using the App, you consent to such transfers in accordance with this Privacy Policy.

## 10. Changes to This Privacy Policy

Upper East Solutions may update this Privacy Policy from time to time. Updates will be posted within the App or otherwise communicated. Continued use of the App after changes constitutes acceptance of the revised policy.

## 11. Contact Us

If you have questions, concerns, or requests related to this Privacy Policy or data practices, please contact:

**Upper East Solutions**

**Email:** [support@uppereastsolutions.co.za](mailto:support@uppereastsolutions.co.za)

**Application:** Weigh-In