SNYPE

Know more. Explore better.

Turning bird data into knowledge, targets and discovery.

PRIVACY POLICY

How Snype handles privacy and personal information

Clear information for app users. Please read this document together with the other Snype legal notices where relevant.

1. Introduction

Snype respects your privacy.

This Privacy Policy explains what information Snype collects, stores and uses when you access or use the Snype mobile app.

Snype is designed primarily as an offline birding app. Personal birding information, such as your lifelist and target species, is stored locally on your device unless otherwise stated in the app.

2. Personal Birding Information

Snype may allow you to create, import, edit and store personal birding information, including:

- Your lifelist;
- Target species;
- App preferences;
- Other birding-related selections or settings.

This information is referred to as **Personal Birding Information**.

Personal Birding Information is stored locally on your device. Snype does not currently store Personal Birding Information on Snype-controlled servers.

If your device is lost, stolen, damaged, reset, replaced or not backed up, your Personal Birding Information may be lost permanently.

You are responsible for ensuring that your device, app data and Personal Birding Information are appropriately backed up where backup functionality is available.

3. Support and Contact Information

If you contact Snype for support, corrections, feedback or assistance, we may process the information you provide to us, such as your name, email address, support query and any information included in your message.

We will use this information only to respond to your query, provide support, improve the app, address corrections, or manage related administrative matters.

Please avoid sending unnecessary sensitive personal information when contacting us.

4. Location Data

Snype does not currently access or use your device's GPS location.

Users can manually navigate the map or select areas of interest within the app.

If Snype introduces device-location functionality in the future, we will update this Privacy Policy and, where required, request the relevant device permissions.

5. App Store and Payment Information

If Snype is downloaded, subscribed to or purchased through a third-party platform such as the Apple App Store or Google Play Store, that platform may process information relating to your download, subscription, payment, device or account.

Snype does not directly collect or store your full payment card details.

Your use of app-store payment, subscription or trial functionality may also be subject to the relevant app store's own terms, privacy policy and payment rules.

6. Analytics, Diagnostics and Crash Reports

Snype may receive limited technical information through app stores, operating systems or third-party diagnostic tools, such as crash reports, device type, operating system version, app version or performance information.

This information is used to identify bugs, improve app performance and support technical maintenance.

If Snype introduces additional analytics or tracking tools in future, this Privacy Policy will be updated accordingly.

7. Cookies and Similar Technologies

Snype does not currently use website cookies within the mobile app.

Where Snype's website, login pages or related online services use cookies or similar technologies, this will be addressed in a separate Cookie Policy or updated Privacy Policy.

8. Sharing of Information

Snype does not sell your personal information.

We may share limited information only where necessary:

- To provide support or respond to user queries;
- To comply with applicable laws or legal obligations;
- To protect Snype's rights, users, systems or security;
- With app stores, hosting providers, diagnostic tools or service providers where required for app operation, support or maintenance.

9. Data Security

We take reasonable steps to protect information processed by Snype. However, no app, device, backup system or electronic communication method can be guaranteed to be completely secure.

Users are responsible for keeping their own devices secure and ensuring that their app data is backed up where appropriate.

10. Data Retention

Personal Birding Information stored locally on your device remains on your device unless you delete it, uninstall the app, reset your device, or otherwise remove the data.

Support emails and related correspondence may be retained for as long as reasonably necessary to respond to queries, improve the app, resolve issues, keep records or comply with legal obligations.

11. Your Choices

You may be able to:

- Delete Snype from your device;
- Delete or edit your lifelist and target information within the app;
- Manage app permissions through your device settings;
- Manage app subscriptions through the relevant app store;
- Contact us to request assistance regarding privacy-related queries.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Where practical, updated versions will be made available in the app. Continued use of Snype after updates are made available will be treated as acceptance of the updated Privacy Policy.

13. Contact Us

For privacy questions or support queries, contact us at:

Email: support@snypebirding.co.za

Developer / entity name: Beakpeek (Proprietary) Limited

Country: South Africa