

TrulyUs Privacy & Data Safety Pledge

Last Updated: March 16, 2026

1. Our Commitment

TrulyUs is built around trust. Protecting your personal information is central to that commitment.

We believe members should understand what data is collected, why it is collected, and how it is used. Our goal is to collect **only the information reasonably necessary to operate the platform**, verify members when requested, and provide a safe and functional experience.

We do not treat personal data as a product to be sold.

2. Information We Collect

To operate TrulyUs, we may collect the following types of information:

Account Information

- Name or chosen display name
- Email address
- Profile information you choose to share

Passport Information

- Promise statement confirmations
- Optional identity verification information
- Verification status indicators

Profile Content

- Photos, profile descriptions, and preferences you choose to share
- Messages and interactions within the platform

Technical Information

- Device information
- Log data such as IP address and session activity
- Basic analytics used to improve platform performance

We collect only the information necessary to provide the service and maintain the integrity of the community.

3. How We Use Information

Information collected on TrulyUs may be used to:

- Create and maintain your account
- Operate the Passport system and verification features
- Enable connections and interactions between members
- Provide moderation and safety tools
- Improve the reliability and functionality of the platform
- Respond to user inquiries and support requests

We do **not sell member personal data to third parties.**

4. Identity Verification

Some members may choose to verify certain information through the TrulyUs Passport verification process.

Verification may involve secure third-party verification services.

Information used for identity verification is handled with heightened care and is used **solely for the purpose of confirming identity attributes**. Where possible, we store only confirmation results rather than underlying documents.

Verification indicates that information was confirmed at the time of verification but does **not guarantee future conduct or accuracy of all profile information.**

5. Artificial Intelligence and Data Processing

TrulyUs may use artificial intelligence tools to support features such as:

- moderation and safety detection
- conversation assistance tools
- respectful conversation exit tools
- improving platform reliability

AI systems may process certain data in order to operate these features. These systems assist the platform but **do not replace human judgment in safety decisions where appropriate**.

Members remain responsible for their communications and interactions.

Additional details are available in our **AI & Conduct Policy**.

6. Data Sharing

We share information only in limited circumstances:

Service Providers

We may share necessary information with trusted service providers who help operate the platform (such as identity verification services, hosting providers, or security services).

Legal Requirements

We may disclose information if required by law, court order, or to protect the rights and safety of users or the platform.

Safety Situations

In rare situations involving credible threats to safety, information may be shared with appropriate authorities.

We do **not sell or rent personal information to advertisers or data brokers**.

7. Data Retention

We retain personal information only as long as reasonably necessary to:

- operate the service
- maintain platform integrity
- comply with legal obligations
- resolve disputes

When accounts are deleted, we make reasonable efforts to remove or anonymize associated personal data, except where retention is required by law or necessary for safety purposes.

8. Member Control

Members have control over much of their personal information.

You may:

- edit your profile information
- adjust visibility of certain profile elements
- request deletion of your account
- request access to certain stored personal information

Requests related to personal data may be submitted to our support team.

9. Data Security

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information from unauthorized access, loss, or misuse.

While no system can guarantee absolute security, we strive to apply security practices appropriate to the sensitivity of the information handled by the platform.

10. International Data Transfers

Depending on where you access TrulyUs, your information may be processed in countries outside your home jurisdiction.

Where required, we implement safeguards designed to protect personal information during such transfers.

11. Updates to This Pledge

We may update this Privacy & Data Safety Pledge from time to time as the platform evolves.

When material changes are made, the “Last Updated” date will be revised and the updated document will be made available on the platform.

12. Contact

If you have questions about privacy or the handling of your information, you may contact us at:

info@trulyus.app