

Privacy Policy for Raah

Effective Date: July 23, 2025

Created by Suryansh Singh ("Service Provider")

1. Introduction

This Privacy Policy explains how the Raah mobile application ("Application") collects, uses, and protects your data. By using the Application, you agree to the practices described below. This app is provided by the Service Provider as a free service and is intended for use "as is."

2. Information We Collect

2.1 Personally Identifiable Information (PII)

When you sign up or use the app, we may collect:

- Email address (required for account authentication)
- Name, location, social media links, and profile picture (optional, for your public profile)

2.2 User-Generated Content

When using the travel log feature, you may upload:

- Travel notes
- Images

This content is stored using Firebase Storage and Firestore.

2.3 Automatically Collected Information

Via Firebase services, we may collect:

- App usage data (e.g., session duration, screen views)
- Crash reports and diagnostics
- Device info (model, OS)
- Firebase-generated user ID

2.4 Chatbot Messages

- When you use the chatbot feature, your messages are securely transmitted to OpenAI's API to generate responses.

- We retain only the **last 5 messages** in our Firebase database to provide conversation continuity. Older messages are automatically deleted.
- Chatbot messages are **accessible only to you and the admin**, and are not shared with any other parties.

3. Public Visibility of Content

Raah is designed to function as a social platform for travelers, not as a private file storage service.

Any content you upload, including your name, profile picture, social links, travel notes, locations, and images, will be publicly visible to other users of the app.

By uploading content, you agree to:

- Make that content publicly visible
- Avoid uploading sensitive or private information
- Take responsibility for anything you choose to share

4. How We Use Your Data

We use your data for:

- Account creation and login (via Firebase Authentication)
- Enabling social and travel log features
- Push notifications (via Firebase Cloud Messaging)
- Error reporting (via Firebase Crashlytics)
- Aggregated analytics (via Firebase Analytics)

In the future, we may analyze travel data in anonymized, aggregated form (e.g., destination trends). No personal content (email, images, notes) will be used for such analysis.

5. Data Sharing and Third Parties

We do not sell or share your data for advertising or marketing.

We may share non-personal, aggregated data with third-party services to improve the app.

Third-party services used include:

- Google Play Services (<https://www.google.com/policies/privacy/>)
- Firebase (Analytics, Auth, Crashlytics, Cloud Messaging, Storage) (<https://firebase.google.com/support/privacy>)
- OpenAI – Messages are processed via OpenAI’s API to provide chatbot responses. (Privacy Policy: <https://openai.com/policies/row-privacy-policy>)

6. Your Rights

You have the right to:

- Access your data: Contact us at raah.app@gmail.com
- Delete your account and data: Use the in-app delete option in Settings
- Stop data collection: Uninstall the app

7. Children's Privacy

This app is not intended for children under 13. We do not knowingly collect personal data from children under this age. If such data is discovered, it will be deleted immediately.

8. Data Security

We take appropriate security measures to protect your data using Firebase's built-in encryption, access rules, and secure infrastructure.

9. Changes to This Policy

This policy may be updated. All changes will be posted within the app or on our official privacy page. Continued use of the app implies acceptance of any changes.

10. Contact Us

If you have any questions or concerns about your privacy or data use, please contact:

Suryansh Singh

Email: raah.app@gmail.com