

KoraTalk App – Privacy Policy

Effective Date: April 9, 2026

At KoraTalk, your privacy matters for us

At **KoraTalk**, we want you to clearly understand what data we collect, how we use it, and how you can control it.

Transparency builds trust — that’s why we explain our practices simply and openly.

Our **Privacy Policy** helps you understand:

- what information KoraTalk collects when you create your profile, post events, or chat with others;
- how we use that information to make your experience safer, smoother, and more personal;
- with whom we share your data (spoiler: almost no one).

We also describe your **rights and settings**, so you can manage, edit, or delete your information whenever you want.

Our goal is to give you full control and confidence while using KoraTalk.

We regularly update our Policy to stay transparent as our app grows and evolves.

1. General Information

This Privacy Policy governs the processing of personal data by users of the mobile application **KoraTalk** and the partner web panel <https://business.koratalk.org/> (hereinafter referred to as the “Platform”).

The Policy applies to all services provided by **Apricus LLP** (hereinafter referred to as the “Company”) and complies with Apple App Store requirements and the legislation of the Republic of Kazakhstan.

By using the Platform, you agree to this Privacy Policy.

2. Data We Collect

We may collect the following categories of data:

2.1. Data you provide

- **Contact Information:** name, phone number, email address, date of birth (if provided).
- **Profile Data:** profile photo, city, bio/description, and profile settings.

- **Onboarding Data:** information you provide during onboarding (e.g., preferences or interests, if applicable).
- **User Content:** messages, posts, event/Flow descriptions, and any other content you choose to share within the Platform.

2.2. Authentication data

Depending on how you sign in, we may process:

- **Sign in with Apple:** a unique Apple account identifier and, if you choose to share, your name and email.
- **Google Sign-In:** a unique Google account identifier and, if permitted, your name and email.
- **Email Sign-In:** your email address and account credentials (in a secure form).
- **Phone Sign-In:** your phone number and account credentials (in a secure form).

2.3. Location Data

We may request access to your device location to improve the Platform experience:

- **Feed personalization / sorting:** to show and sort the Flow feed by city or approximate region.
- **Flow creation:** to help you select or attach an event/Flow location (place of the activity).

Location can be **precise or approximate** depending on your device settings and the permission you grant.

You can disable location access in your device settings; the feed may become less relevant, and some location-based features may be limited.

Sharing location in chats: if you voluntarily share your location in a chat, it is used only to display your position within that chat. We do not use that shared chat location outside that chat and do not use it to track your movement history.

2.4. Usage & Technical Data

- **Usage Data:** statistics, feature interactions, and in-app activity metrics.
- **Crash & Diagnostic Data:** crash logs and performance diagnostics.
- **Device/Technical Data:** device type/model, OS version, and identifiers necessary for app stability and security.

2.5. Partner Data (via the admin panel)

- organizer contact information;
- event descriptions, images, schedules, and related administrative content.

2.6. Guest Mode

If you use the Platform in **guest mode** (without creating an account), we may collect **technical, diagnostic, and usage data** needed to provide and improve the service. Some features may be unavailable until you register.

2.7. Payment Information

If paid features, tickets, event participation, bookings, or other paid services are available on the Platform, payment processing is carried out through our payment partner **Tip Top Pay**.

KoraTalk may receive and process payment-related information, including:

- transaction ID;
- order ID;
- payment amount, currency, date, and status;
- the name of the paid service, ticket, booking, or event;
- payer contact details, if provided as part of the payment flow.

KoraTalk does not store full payment card details on its own servers, unless explicitly stated otherwise in the Platform interface. Payment card data is entered and processed via the secure infrastructure of **Tip Top Pay Kazakhstan** (<https://tiptoppay.kz/>) in accordance with its own security rules and standards.

3. How We Use Data

We use data exclusively for:

- user registration and authentication (including Apple/Google/email/phone sign-in);
 - providing app functionality (guest mode browsing, Flow/events creation, profiles, chats, news);
 - enabling organizers to publish events via the partner web panel;
 - sorting and personalizing the Flow feed by city/region when location permission is granted;
 - displaying Flow/event locations when you provide them;
 - improving service quality, stability, and user support;
 - ensuring security, preventing misuse, and enforcing Platform rules;
 - displaying your location inside chats when you voluntarily share it (only within that chat).
 - to process and confirm payments;
 - to provide access to paid services, tickets, event participation, or bookings;
 - to process cancellations, refunds, disputed transactions, and support requests;
 - to prevent fraud and ensure payment security.
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4. User-Generated Content and Moderation

- KoraTalk may automatically filter titles and descriptions of Flows for offensive language.
- Users can report and block others directly from the Flow feed and other relevant sections.
- Reports may be sent to the admin panel and reviewed by the moderation team.
- Violating content and accounts may be removed or restricted.
- Report information is not shared with third parties unless required by law.

5. Third-Party Services

To ensure proper operation and analytics, we may use third-party SDKs and services, including:

- **Firebase (Google LLC)** — analytics, notifications, crash logs;
- **App Store Analytics (Apple)** — app usage analytics;
- **Sign in with Apple (Apple)** — authentication services;
- **Google Sign-In (Google LLC)** — authentication services.
- **Tip Top Pay** — payment processing, transaction confirmation, refunds, and related payment operations.

These services may process anonymized technical data or data necessary to perform their functions. We do not transfer personal data to third parties without your consent, except where necessary to provide authentication, payment processing, and core Platform functionality.

6. User Rights

Users have the right to:

- request a copy of their personal data;
- modify or delete their data;
- withdraw consent for processing (where applicable);
- file a complaint with the relevant authorities.

To exercise these rights, contact us at kora@apricus.kz.

7. Data Retention

We retain data while you use the app or web panel, or for the period required by law.

After deleting your account, data is deleted or anonymized within **three (3) business days**, unless a longer retention period is required by applicable law.

8. Security

We implement organizational and technical measures to protect data from unauthorized access or loss. However, data transmission over the internet cannot be completely secure.

9. Children's Privacy

The app is not intended for children under **16** and does not knowingly collect their data. If we become aware that we have collected data from a child, we will delete it promptly.

10. Account Deletion

You may delete your account through the app under:

Profile → **Settings** → **Account Management** → **Delete Account**,
or by sending a request to **kora@apricus.kz**.

Data will be deleted or anonymized within **three (3) business days**, unless otherwise required by law.

11. Policy Updates

We may update this Privacy Policy. The current version is always available at:

 <https://business.koratalk.org/privacy-policy-eng.pdf>

12. Contact Information

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