Privacy Policy

Effective Date: January 20, 2026
Last Updated: January 20, 2026

Introduction

Welcome to Personal Human AI ("we," "our," or "the Service"). We are committed to protecting your privacy and being transparent about how we handle your data. This Privacy Policy explains our privacy-first architecture and your rights regarding your information.

Key Principle: We minimize server-side storage of personal conversations. Chat history is stored in our database but can be permanently deleted by you at any time.

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1. Information We Collect

1.1 Account Information

When you create an account, we collect:

- Email address (verified via confirmation email)
- Username (unique identifier)
- Password (encrypted using bcrypt hashing)
- First and last name (optional)
- Date of birth (optional)
- Preferred language
- Account creation and login timestamps

1.2 Character Configuration Data

We store configuration data necessary to deliver the Service:

- Character names and personality descriptions you create
- Character appearance settings (skeleton type, gender, voice preferences)
- Purchased and equipped accessories for characters
- Character language and voice preferences
- NSFW mode toggles per character

Important: This is configuration data for the AI character you create, not personal information about you.

1.3 Conversation Data Storage

Server-Side Database Storage:

- Chat session metadata (session IDs, timestamps, NSFW flags)
- **Full conversation history** including:
    - All messages (role, content, timestamp)
    - User messages and AI responses
    - Session history stored in JSON format

Important Clarification: Unlike some services, we DO store your conversation history in our database to enable:

- Cross-device synchronization
- Conversation continuity across sessions
- Inactivity detection and proactive AI responses
- Historical context for improved AI interactions

What We DON'T Store:

- We do not use your conversations for AI model training
- We do not share conversation content with third parties for marketing
- We do not analyze conversations for advertising purposes

1.4 Optional Memory Sync (Encrypted)

If you enable memory synchronization:

- We store an **encrypted payload** of your personal memories
- Encryption is handled client-side before transmission
- We cannot decrypt or access the content
- Only you hold the decryption keys
- You can delete this encrypted data at any time

1.5 Subscription and Payment Data

For paid features, we collect:

- Subscription platform (Google Play Store or Apple App Store)
- Purchase tokens (platform-specific identifiers)
- Subscription status and expiration dates
- Billing interval preferences
- Webhook event history from payment platforms

We do NOT collect or store:

- Credit card numbers
- Payment processing details
- Billing addresses

Payments are processed entirely by Google Play and Apple App Store.

1.6 Usage and Technical Data

We collect minimal technical information:

- API request timestamps and duration
- Error logs and stack traces (for debugging)
- Request and response payloads (logged for system monitoring)
- Session activity patterns (for inactivity detection)

We do NOT collect:

- Device identifiers or fingerprints
- Precise location data
- IP addresses (beyond temporary processing)
- Browsing history outside our app
- Cross-site tracking cookies

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2. How We Use Your Information

2.1 Service Delivery

- Authenticate your access to the Service
- Store and retrieve your character configurations
- Maintain conversation history for continuity
- Route requests to AI language model providers
- Generate contextual AI responses based on conversation history
- Detect user inactivity and generate proactive AI updates
- Sync data across your devices (if enabled)

2.2 Subscription Management

- Verify purchases with Google Play and Apple App Store
- Manage subscription status and feature access
- Process webhook notifications for subscription changes
- Enforce feature limits based on subscription tier

2.3 Service Improvement

- Monitor system performance and response times
- Debug errors and crashes
- Optimize AI response quality
- Improve character personality refinement algorithms
- Analyze aggregated, anonymized usage patterns

2.4 Communication

- Send account verification emails

- Deliver password reset OTPs (one-time passwords)
- Notify you of subscription changes
- Respond to support inquiries
- Send important service announcements (security, terms changes)

2.5 What We NEVER Do

- **Sell your data** to third parties
- **Use your conversations** for AI model training
- **Share personal information** for marketing purposes
- **Track you** across other websites or apps
- **Analyze conversations** for advertising
- **Share data** with data brokers

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3. Third-Party AI Language Model Providers

3.1 Privacy-Preserving Architecture

When you interact with your AI character, we send requests to third-party AI providers via their paid API services.
Note: While we store conversation content server-side for functionality (e.g., syncing and context continuation), we never share any personally identifying information with third parties or the LLM. The LLM never receives data that could be linked back to you personally.
Here's how we protect your identity:

What We Send to AI Providers:

- Current conversation message
- Recent conversation history (for context continuity)
- Character personality description
- Current timestamp and timezone information
- User preferences you've shared in conversations

What We DON'T Send:

- Your email address
- Your username
- Your user ID
- Your subscription status
- Your device information
- Your IP address (requests come from our server, not your device)

Critical Privacy Safeguards:

1. **No Persistent User Identifiers:** AI providers see requests from our application, not from you personally

2. **No Cross-Session Correlation:** Providers cannot link multiple conversations to the same individual
3. **Decoupled Authentication:** You authenticate to our service, but remain anonymous to AI providers
4. **Non-Training API Tiers:** We use paid API services contractually prohibited from using customer data for model training

From the AI Provider's Perspective:

- They see a request from "Personal Human AI" application
- They receive message content and character context
- They cannot identify who you are
- They cannot build a profile of you across sessions
- They process the request and return a response
- They do not store the data for training purposes (per their API terms)

Important: While we architect our system to protect your identity from AI providers, their own privacy policies govern how they process API requests. We use only paid, non-training API tiers. We recommend reviewing their policies for complete transparency.

3.2 Third-Party APIs We Use

Beyond AI providers, we interact with:

- **Google Play Store API:** For Android subscription verification
- **Apple App Store Server API:** For iOS subscription verification
- **Email Service Provider:** For sending verification and OTP emails

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4. Data Storage and Security

4.1 Where Your Data Lives

Data Type	Storage Location	Retention	Deletable by User
Account credentials	Our encrypted database	Until account deletion	Yes
Character configurations	Our database	Until character deletion	Yes
Conversation history	Our database	Until session/account deletion	Yes
Encrypted memory sync	Our database (encrypted)	Until you delete or disable	Yes

4.2 Security Measures

We implement industry-standard security practices:

Data Protection:

- TLS/HTTPS encryption for all data in transit
- Database encryption at rest
- Bcrypt password hashing (industry-standard)
- Secure token-based authentication
- API key protection and rotation

Access Controls:

- Strict firewall rules
- Authentication required for all API endpoints
- Rate limiting to prevent abuse

Monitoring:

- Comprehensive API logging for security audits
- Error tracking and alerting
- Regular security updates and patches

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5. Your Privacy Rights and Data Control

5.1 Access Rights

You can access all your data through the app:

- View all characters and configurations
- View conversation history
- View subscription status

5.2 Deletion Rights

You have complete control to delete:

Individual Deletions:

- Delete specific characters (removes all character data)
- Delete chat sessions (removes conversation history)
- Clear encrypted memory sync
- Delete purchased accessories associations

Complete Account Deletion:

- Permanently delete your entire account
- All data is removed **immediately** including:
    - Account credentials
    - All characters and configurations
    - All conversation history
    - All session metadata
    - Encrypted memory backups
    - Accessory purchases and associations

What Happens After Account Deletion:

- Your email and username become available for re-registration.
- Subscription records are anonymized but retained for legal/accounting purposes
- No backup copies are kept
- Deletion is **irreversible** - we cannot recover your data

Note on Subscriptions:

- Active subscriptions through Google Play or Apple App Store must be cancelled separately through those platforms
- We will anonymize but retain historical subscription records for compliance and accounting

5.3 Correction Rights

You can update at any time:

- Account information (name, language preference)
- Character descriptions and settings
- Conversation history (by deleting messages/sessions)
- Memory sync data

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6. Children's Privacy

Age Requirement: The NSFW Service is intended for users **18 years and older**.

NSFW Content Protection:

- Adult content features require active subscription
- Explicit opt-in required per character/session
- Content filters enforce age-appropriate usage
- We strictly prohibit any content involving minors

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7. Data Retention

Data Type	Active Account	After Account Deletion
Account information	Until you delete	Immediately deleted
Character configurations	Until character deletion	Immediately deleted
Conversation history	Until session deletion	Immediately deleted
Encrypted memory sync	Until you disable/delete	Immediately deleted
Subscription history	Indefinite	Anonymized, retained for compliance

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8. Cookies and Tracking

What We Use:

- **Session cookies:** Essential for authentication (can't be disabled)
- **CSRF tokens:** Security measure to prevent attacks

What We DON'T Use:

- Third-party advertising cookies
- Analytics or tracking cookies
- Social media pixels
- Cross-site tracking technologies
- Behavioral profiling cookies

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9. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect:

- Changes in our practices
- Legal or regulatory requirements
- New features or services

When We Update:

- We update the "Last Updated" date at the top
- For **material changes**, we will:
    - Email you at your registered address

    - Display an in-app notification
    - Provide 30 days notice before changes take effect
- For **minor changes** (clarifications, formatting), we will update without notice

Your Options:

- Continued use after changes = acceptance
- If you disagree, you can delete your account before changes take effect
- You can request previous versions by contacting support

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10. Contact Us

For privacy-related questions, concerns, or requests:

Privacy Inquiries:
Email: office@crazymindinteractive.com
Response Time: 5-7 business days

General Support:
Email: office@crazymindinteractive.com

Data Deletion Requests:
In-app: Settings > Account > Delete Account
Or email: office@crazymindinteractive.com

GDPR/Data Protection Officer:
Email: office@crazymindinteractive.com

Mailing Address:
Pinkafeld
Austria

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11. Your Consent

By creating an account and using Personal Human AI, you acknowledge that you have:

- Read and understood this Privacy Policy
- Understood how we collect, use, and protect your data
- Agreed to our data handling practices
- Understood your rights and how to exercise them

You can withdraw consent at any time by deleting your account.

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12. Transparency Commitment

We believe in radical transparency about data practices:

What Makes Us Different:

1. We clearly explain what we store (conversations, characters, metadata)
2. We protect your identity from AI providers
3. We use non-training API tiers only
4. We never sell your data
5. We give you complete deletion control
6. We provide optional encrypted backup
7. We minimize data collection

We Are Honest About:

- We DO store conversation history (for service functionality)
- We DO log API requests (for debugging and security)
- We DO share messages with AI providers (but anonymously)

If you have questions about anything in this policy, please ask us. We're here to help.

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This Privacy Policy is designed to be transparent and comprehensive. We take your privacy seriously and are committed to protecting your data.