

Privacy Policy

Locat8 Pte Ltd

Last Updated: November 2025

1. Introduction

Locat8 Pte Ltd ("Company", "we", "us", "our") operates the Locat8 mobile application (the "Service"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our Service.

Please read this Privacy Policy carefully. If you do not agree with our policies and practices, please do not use our Service.

2. Information We Collect

2.1 Information You Provide Directly

- Account Registration
 - Email address
 - Date of birth (for age verification)
 - Username and profile picture
 - Password
- Profile Information
 - User profile name
 - User profile picture
- Communication
 - Messages and content you create and store within the Service
 - Communications you send to us via our contact forms or email
- Payment Information
 - Payment details are processed by our third-party payment processor (Stripe/Airwallex). We do not store full payment card details on our servers.

2.2 Information Collected Automatically

- Usage Data
 - App usage patterns and interactions
 - Features accessed and frequency of use
 - Error and crash logs
- Location Data
 - We may collect location information to provide a better user experience when you give your consent. If you do not consent, we use the location where your account was created as a default reference point.
 - All location data is kept anonymous and cannot be linked to your personal identity.
- Device Information

- Device type, operating system, and unique device identifiers
IP address

3. How We Use Your Information

We use the information we collect for the following purposes:

- **Service Provision:** To deliver and maintain the Service
- **Account Management:** To create and manage your account
- **Communication:** To respond to your inquiries and send service-related notifications
- **Analytics:** To understand how users interact with our Service and improve functionality
- **Payment Processing:** To process subscriptions and payments
- **Legal Compliance:** To comply with applicable laws and regulations
- **User Experience:** To provide personalized features and recommendations

4. Data Sharing and Disclosure

4.1 Third-Party Service Providers

We share limited information with trusted third-party service providers who assist us in operating our Service:

- **Payment Processing:** Stripe (processes payment information)
- **Analytics:** Google Analytics and Firebase (track app usage and performance)
- **Cloud Services:** Amazon Web Services (AWS) (hosts our infrastructure)
- **AI Services:** Google Gemini and OpenAI (used to process metadata for improving service functionality)

These service providers are contractually obligated to use your information only as necessary to provide services to us and are required to maintain the confidentiality of your information.

4.2 Anonymized and Aggregated Data

We may share anonymized and aggregated data that cannot identify you personally with third parties for analytics, research, and business purposes.

4.3 Legal Requirements

We may disclose your information when required by law or when we believe in good faith that such disclosure is necessary to:

- Comply with legal obligations, court orders, or government requests

- Enforce our Terms of Service and other agreements
- Protect the security or integrity of our Service
- Protect the rights, privacy, safety, or property of Locat8, our users, or the public

4.4 No Data Sale

We do not sell, trade, or rent your personal information to third parties. Your data is used solely to improve our Service and provide you with a better user experience.

5. Collaborative Features

When you use our collaborative list-sharing features, other users will be able to see:

- Your username
- Your profile picture

Your personal information (email address, date of birth, etc.) is kept private and not visible to other users.

6. Data Retention

6.1 Active Accounts

We retain your personal information for as long as your account is active or as necessary to provide you with our Service.

6.2 Account Deletion

When you delete your account, we permanently delete your personal data from our active systems in accordance with your request. You may request deletion by:

- Emailing us at privacy@locat8.com
- Submitting a request through our contact form in the app

We will process your request within 5 working days.

6.3 Inactive Accounts

Accounts that remain inactive for an extended period may be deleted in accordance with our data retention practices.

6.4 Backup Data

We maintain backups of user data stored securely on AWS for system recovery and security purposes. These backups will be deleted according to our standard backup retention schedule.

7. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the Internet or electronic storage is completely secure. While we strive to protect your data, we cannot guarantee absolute security.

8. Your Privacy Rights

8.1 Access and Correction

You can access and update your personal information by logging into your account and updating your profile. For other data access requests, please contact us at privacy@locat8.com.

8.2 Data Deletion

You have the right to request deletion of your personal data. To exercise this right, please contact us at privacy@locat8.com or use our in-app contact form. We will process your request within 5 working days.

8.3 Data Portability

Upon request, we can provide information about the personal data we hold about you. However, we do not currently support automated data export functionality. For requests, please contact privacy@locat8.com.

8.4 Singapore PDPA

As Locat8 Pte Ltd is based in Singapore, your data is protected under the Personal Data Protection Act (PDPA). You have the right to:

- Request access to your personal data
- Request correction of inaccurate personal data
- Withdraw consent to our processing of your data
- Request deletion of your personal data

9. GDPR Compliance (European Users)

If you are located in the European Union or European Economic Area, your personal data is protected under the General Data Protection Regulation (GDPR). You have the following rights:

- **Right of Access:** You can request a copy of your personal data
- **Right to Rectification:** You can request correction of inaccurate data
- **Right to Erasure:** You can request deletion of your data
- **Right to Restrict Processing:** You can request restriction of how we process your data

- **Right to Data Portability:** You can request your data in a portable format
- **Right to Object:** You can object to certain processing activities

To exercise any of these rights, please contact us at privacy@locat8.com with your request, and we will respond within 5 working days.

10. Age Restrictions

Our Service is intended for users aged 13 years and older in most jurisdictions. Users under 13 are not permitted to create accounts. We verify age through date of birth information provided during account registration. We do not knowingly collect personal information from children under 13.

11. Cookies and Tracking Technologies

We use cookies, pixel tags, and similar tracking technologies to:

- Remember your preferences
- Track app usage and performance
- Prevent fraud and ensure security
- Improve our Service

You can manage your cookie preferences through your device settings, though this may affect your ability to use certain features of the Service.

12. Third-Party Links

Our Service may contain links to third-party websites and applications. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies before providing your information.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. We will notify you of any material changes by updating the "Last Updated" date and, where appropriate, by sending you an email notification or displaying a prominent notice in the Service.

14. Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

Email: privacy@locat8.com

Company: Locat8 Pte Ltd

Jurisdiction: Singapore

15. Additional Notices for Specific Jurisdictions

15.1 Singapore (PDPA)

This Privacy Policy complies with the Personal Data Protection Act. Your personal data will be processed in accordance with PDPA requirements.

15.2 European Union (GDPR)

If you are an EU resident, your data is protected under GDPR. Our legal basis for processing your data includes consent, contractual necessity, legal obligation, and legitimate interests.

End of Privacy Policy