

Privacy Policy

Last update: 3.5.2023

INTRODUCTION

Privacy is one of the cornerstones upon which we develop our products and services.

We created this Privacy Policy (also as “Policy”) to make clear how we manage and protect the information and data of our users and visitors (also as “User Data” or “Data”). By our users we mean users of our mobile, web, or desktop applications (together as “Apps” or “App”) or users of our websites (together as “Websites”, “Sites” or “Website”), and by visitors we mean visitors of our Websites or anyone who gets in touch with us online, for example via email or chat (users and visitors are in this Policy referred together as “Users” or “User”).

WHO WE ARE

“We” or “us” refers to Fiduciary s.r.o., a private limited liability company based in Prague, Czech Republic, European Union (also as “Fiduciary” or “Fiduciary Labs”). We are independent developers. We are not brokers or agents, we do not sell any financial product or financial service. We are not financial advisors or financial planners. Our mission is to develop products that help to make financial planning and wealth management accessible, affordable, and transparent.

OUR VALUES

We believe Users have the right to privacy and the relationship between Users and Us should be transparent. That is also the reason why we named the company Fiduciary. We believe privacy and transparency are necessary for building trust, enabling long-term relationships, and ultimately leading to our success.

DATA WE COLLECT

The Data we collect depends on how you decide to use our Websites and Apps.

By default, we collect only necessary anonymous data regarding the usage of our Websites and Apps. This data include:

- Number of Users;
- Which countries and regions are our Users coming from;
- Platforms, devices, and operating systems our Users are using;
- What features of our Websites and Apps our Users are using and how;
- Time spent on our Websites and Apps;
- Crashes and diagnostics regarding the stability and performance of our Websites and Apps.

When you decide to make a purchase (eg. purchasing Premium Subscription), in order to be able to provide you with premium features, we collect and process data about your subscription.

When you decide to use the Backup & Sync feature, we may collect data about your cloud account in order to back up and restore your data to and from your cloud storage.

When you decide to use chat or messaging features, we may collect conversations and the personal data you send within these conversations (if you decide to do so).

When you decide to connect your broker account, bank, or wallet, we may collect some of your personal data in order to make the connection to work. We specify the exact process and personal data you share during the connection process. This depends on the provider of the particular connection and their technical abilities.

When you decide to create an account, we may collect your personal information (eg. your email) in order to be able to verify your identity and assign specific features to your account.

When you ask Us for specific support or help, we may ask you to provide details and potentially some data that might be considered personal information and that we need in order to provide support and help.

You may also contact Us via email, or social media, or register for our email newsletter. The email address we get from you is used only for communication regarding your request or to inform you about news and updates.

HOW WE USE DATA

We do not sell any data to any third party. We are developing the best privacy-first products for finance and we are proud of it.

These are the main uses for Data we got:

- 1) To make sure our Websites and Apps are working correctly and are bug-free.
- 2) To make sure when Users pay for the premium version of our Websites and Apps all the premium features are available to them.
- 3) To be able to provide support and troubleshooting.
- 4) To help you use our Websites and Apps.
- 5) To decide about the priorities for our development and understand the needs and expectations of our Users.
- 6) To respond to your email or chat inquiry.
- 7) To inform you about news and updates.

TOOLS WE USE

We are using third-party tools to understand and work with the Data. We use the following tools:

- Apple App Store Connect
- Google Play Console
- RevenueCat
- Firebase Crashlytics
- Firebase Analytics
- Google Analytics for Firebase
- Google Workspace
- Google Cloud Platform
- Google Ads
- Apple Search Ads
- Pirsch.io

HOW WE PROTECT DATA

In general, our Apps use industry-standard security technologies like HTTPS for communicating with internal servers and local 256-bit AES encryption to encrypt user data on their device.

In some Websites and Apps, we enable Users to back up their data and sync them across their devices using cloud services like iCloud. If you decide to enable backup and sync, then handling of your data is governed by the provider of the cloud service (e.g. Apple in terms of iCloud, you can find more details here: <https://support.apple.com/en-us/HT202303>).

DELETION OF DATA

You can ask us any time to delete the personal data we hold about you.

CHANGES

We may change and update this Privacy Policy from time to time. We shall publish the latest version together with the updated date on the Website.

HOW TO CONTACT US

The best way to get in touch is to use the contact form on our website or send us an e-mail at support@fiduciarylabs.com.

Contact information:

Fiduciary s.r.o.

Rybná 716/24, Staré Město, 110 00 Praha 1

Company ID: CZ09050825

E-mail: support@fiduciarylabs.com