

Harm Privacy Policy

Harm currently only provides services to users in the United States.

Harm Legal Info

Harm Inc. ("Harm," "our," "we," or "us") provides our Services to you under this [Terms of Service](#) and [Privacy Policy](#).

Our Privacy Policy ("Privacy Policy") helps explain our data practices, including the information we process to provide our Services.

For example, our Privacy Policy talks about what information we collect and how this affects you. It also explains the steps we take to protect your privacy, like building our Services so delivered messages aren't stored by us and giving you control over who you communicate with on our Services.

This Privacy Policy applies to all of our Services unless specified otherwise.

Please also read Harm Inc. [Terms of Service](#) ("Terms"), which describe the terms under which you use and we provide our Services.

Key Updates

Respect for your privacy is coded into our DNA. Since we started Harm, we've built our services with a set of strong privacy principles in mind. In our updated [Terms of Service](#) and [Privacy Policy](#) you'll find:

- **Additional Information On How We Handle Your Data.** Our Terms and Privacy Policy provide more information on how we process your data, and our commitment to privacy. For example, we've added more information about more recent product features and functionalities, how we process your data for safety, security, and integrity and how you can manage your information.

Information We Collect

Harm must receive or collect some information to operate, provide, improve, understand, customize, support, and market our Services, including when you install, access, or use our Services.

The types of information we receive and collect depend on how you use our Services. We require certain information to deliver our Services and without this we will not be able to provide our Services to you. For example, you must provide your mobile phone number to create an account to use our Services.

Our Services have optional features which, if used by you, require us to collect additional information to provide such features. You will be notified of such collection, as appropriate. If you choose not to provide the information needed to use a feature, you will be unable to use the feature. For example, you cannot share your location with your contacts if you do not permit us to collect your location data from your device.

Information You Provide

- **Your Account Information.** You must provide your mobile phone number and basic information (including a profile name of your choice) to create a Harm account. If you don't provide us with this information, you will not be able to create an account to use our Services. You can add other information to your account, such as a profile picture and "about" information.
- **Your Messages.** We do not retain your messages in the ordinary course of providing our Services to you. Instead, your messages are stored on your device and not typically stored on our servers. Once your messages are delivered, they are deleted from our servers. The following scenarios describe circumstances where we may store your messages in the course of delivering them:
 - **Undelivered Messages.** If a message cannot be delivered immediately (for example, if the recipient is offline), we keep it on our AWS servers

for up to 30 days as we try to deliver it. If a message is still undelivered after 30 days, we delete it.

- **Media Forwarding.** When a user forwards media within a message, we store that media temporarily on our servers to aid in more efficient delivery of additional forwards.

- **Your Connections.** You can use the contact upload feature and provide us, if permitted by applicable laws, with the phone numbers in your address book on a regular basis, including those of users of our Services and your other contacts.. You can create, join, or get added to groups and broadcast lists, and such groups and lists get associated with your account information. You give your groups a name. You can provide a group profile picture or description.

- **Status Information.** You may provide us your status if you choose to include one on your account.

- **Transactions And Payments Data.** We do not process transactions or payment data.

- **Customer Support And Other Communications.** In the case of an emergency any/all users should always dial 911 and/or contact your local police/fire/hospital service provider for immediate assistance. We are not an emergency services provider, nor are we able provide you with any immediate (medical/police/fire) emergency related services nor does Harm provide legal and/or medical advice for any reason whatsoever. When you contact us for customer support or otherwise communicate with us, you may provide us with information related to your use of our Services, including copies of your messages, any other information you deem helpful, and how to contact you (e.g., an email address). For example, you may send us an email with information relating to app performance or other issues.

Automatically Collected Information

- **Usage And Log Information.** We collect information about your activity on our Services, like service-related, diagnostic, and performance information. This includes information about your activity (including how you use our Services, your Services settings, how you interact with others using our Services (including when you interact with a business), and the time, frequency, and duration of your activities and interactions), log files, and diagnostic, crash, website, and performance logs and reports. This also includes information about when you registered to use our Services; the features you use like our messaging, calling, Status, groups (including group name, group picture, group description), payments or business features; profile photo, "about" information; whether you are online, when you last used our Services (your "last seen"); and when you last updated your "about" information.
- **Device And Connection Information.** We collect device and connection-specific information when you install, access, or use our Services. This includes information such as hardware model, operating system information, battery level, signal strength, app version, browser information, mobile network, connection information (including phone number, mobile operator or ISP), language and time zone, IP address, device operations information, and identifier.
- **Location Information.** We collect and use precise location information from your device with your permission when you choose to, like when you decide to share your location with your contacts or view locations nearby or locations others have shared with you. There are certain settings relating to location-related information which you can find in your device settings or the in-app settings, such as location sharing. Even if you do not use our location-related features, we use IP addresses and other information like phone number area codes to estimate your general location (e.g., city and country). We also use your location information for diagnostics and troubleshooting purposes.

- **Cookies.** We use cookies to operate and provide our Services, including to provide our Services that are web-based, improve your experiences, understand how our Services are being used, and customize them. For example, we use cookies to provide our Services for web and desktop and other web-based services. We may also use cookies to understand which of our Solution provider services are most popular and to show you relevant content related. Additionally, we may use cookies to remember your choices, like your language preferences, to provide a safer experience, and otherwise to customize our Services for you.

Third-Party Information

- **Information Others Provide About You.** We receive information about you from other users. For example, when other users you know use our Services, they may provide your phone number, name, and other information (like information from their mobile address book) just as you may provide theirs. They may also send you messages, send messages to groups to which you belong, or call you. We require each of these users to have lawful rights to collect, use, and share your information before providing any information to us.
You should keep in mind that in general any user can capture screenshots of your chats or messages or make recordings of your calls with them and send them to Harm or anyone else, or post them on another platform.
- **User Reports.** Just as you can report other users, other users or third parties may also choose to report to us your interactions and your messages with them or others on our Services; for example, to report possible violations of our Terms or policies. When a report is made, we collect information on both the reporting user and reported user. To find out more about what happens when a user report is made.

- **Solution Providers on Harm.** Solution Providers you interact with using our Services may provide us with information about their interactions with you. We require each of these solution providers to act in accordance with applicable law when providing any information to us.
When you message with a solution provider on Harm, keep in mind that the content you share may be visible to several people in that business. In addition, some businesses might be working with third-party service providers to help manage their communications with their customers. For example, a business may give such third-party service provider access to its communications to send, store, read, manage, or otherwise process them for the business. To understand how a business processes your information, including how it might share your information with third parties, you should review that business' privacy policy or contact the business directly.
- **Third-Party Service Providers.** We work with third-party service providers to help us operate, provide, improve, understand, customize, support, and market our Services. For example, we work with them to distribute our apps; provide our technical and physical infrastructure, delivery, and other systems; provide engineering support, cybersecurity support, and operational support; supply location, map, and places information; process payments; help us understand how people use our Services; market our Services; help you connect with businesses using our Services; conduct surveys and research for us; ensure safety, security, and integrity; and help with customer service. These companies may provide us with information about you in certain circumstances; for example, app stores may provide us with reports to help us diagnose and fix service issues.
- **Third-Party Services.** We allow you to use our Services in connection with third-party services. If you use our Services with such third-party services we may receive information about you from them; for example, if you use the Harm share button on a news service to share a news article with your Harm contacts, groups, or broadcast lists on our Services, or if you choose to access our Services through a mobile carrier's or device provider's promotion of our

Services. Please note that when you use third-party services, their own terms and privacy policies will govern your use of those services and products.

How We Use Information

We use information we have (subject to choices you make and applicable law) to operate, provide, improve, understand, customize, support, and market our Services. Here's how:

- **Our Services.** We use information we have to operate and provide our Services, including providing customer support; completing purchases or transactions; improving, fixing, and customizing our Services; and connecting our Services that you may use. We also use information we have to understand how people use our Services; evaluate and improve our Services; research, develop, and test new services and features; and conduct troubleshooting activities. We also use your information to respond to you when you contact us.
- **Safety, Security, And Integrity.** Safety, security, and integrity are an integral part of our Services. We use information we have to verify accounts and activity; combat harmful conduct; protect users against bad experiences and spam; and promote safety, security, and integrity on and off our Services, such as by investigating suspicious activity or violations of our Terms and policies, and to ensure our Services are being used legally.
- **Communications About Our Services** We use information we have to communicate with you about our Services and let you know about our terms, policies, and other important updates. We may provide you marketing for our Services.
- **No Third-Party Banner Ads.** We still do not allow third-party banner ads on our Services. We have no intention to introduce them, but if we ever do, we will update this Privacy Policy.

- **Business Interactions.** We enable you and third parties, like businesses, to communicate and interact with each other using our Services, businesses on Harm through which you can browse products and services and place orders. Businesses may send you transaction, appointment, and shipping notifications; product and service updates; and marketing. Messages you receive from a business could include an offer for something that might interest you. We do not want you to have a spammy experience; as with all of your messages, you can manage these communications, and we will honor the choices you make.

Information You And We Share

You share your information as you use and communicate through our Services, and we share your information to help us operate, provide, improve, understand, customize, support, and market our Services.

- **Send Your Information To Those With Whom You Choose To Communicate.** You share your information (including messages) as you use and communicate through our Services.
- **Information Associated With Your Account.** Your phone number, profile name and photo, "about" information, last seen information, and message receipts are available to anyone who uses our Services, although you can configure your Services settings to manage certain information available to other users, including businesses, with whom you communicate.
- **Your Contacts And Others.** Users, including businesses, with whom you communicate can store or reshare your information (including your phone number or messages) with others on and off our Services.
- **Businesses On Harm.** We offer specific services to businesses such as providing them with metrics regarding their use of our Services.

- **Third-Party Service Providers.** We work with third-party service providers to help us operate, provide, improve, understand, customize, support, and market our Services. We work with these companies to support our Services, such as to provide technical infrastructure, delivery and other systems; market our Services; conduct surveys and research for us; protect the safety, security, and integrity of users and others; and assist with customer service. When we share information with third-party service providers in this capacity, we require them to use your information on our behalf in accordance with our instructions and terms.
- **Third-Party Services.** When you or others use third-party services or that are integrated with our Services, those third-party services may receive information about what you or others share with them. For example, if you use a data backup service integrated with our Services (like iCloud or Google Drive), they will receive information you share with them, such as your Harm messages. If you interact with a third-party service or another linked through our Services, such as when you use the in-app player to play content from a third-party platform, information about you, like your IP address and the fact that you are a Harm user, may be provided to such third party. Please note that when you use third-party services their own terms and privacy policies will govern your use of those services and products.
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Assignment, Change Of Control, And Transfer

In the event that we are involved in a merger, acquisition, restructuring, bankruptcy, or sale of all or some of our assets, we will share your information with the successor entities or new owners in connection with the transaction in accordance with applicable data protection laws.

Managing And Retaining Your Information

We store information for as long as necessary for the purposes identified in this Privacy Policy, including to provide our Services or for other legitimate purposes, such as complying with legal obligations, enforcing and preventing violations of our Terms, or protecting or defending our rights, property, and users. The storage periods are determined on a case-by-case basis that depends on factors like the nature of the information, why it is collected and processed, relevant legal or operational retention needs, and legal obligations.

- **Deleting Your Harm Account.** You can delete your Harm account at any time (including if you want to revoke your consent to our use of your information pursuant to applicable law) using our in-app delete my account feature. When you delete your Harm account, your undelivered messages are deleted from our servers as well as any of your other information we no longer need to operate and provide our Services. Deleting your account will, for example, delete your account info and profile photo, delete you from all Harm groups, and delete your Harm message history. Be mindful that if you only delete Harm from your device without using our in-app delete my account feature, your information will be stored with us for a longer period. Please remember that when you delete your account, it does not affect your information related to the groups you created or the information other users have relating to you, such as their copy of the messages you sent them.

You can reach out to us on how we process data deletion and retention practices and about how to delete your account.

Law, Our Rights, And Protection

We access, preserve, and share your information described in the "Information We Collect" section of this Privacy Policy above if we have a good-faith belief that it is necessary to: (a) respond pursuant to applicable law or regulations, legal process, or government requests; (b) enforce our Terms and any other applicable terms and policies, including for investigations of potential violations; (c) detect, investigate,

prevent, or address fraud and other illegal activity or security, and technical issues; or (d) protect the rights, property, and safety of our users, Harm, or others, including to prevent death or imminent bodily harm.

Updates To Our Policy

We may amend or update our Privacy Policy. We will provide you notice of amendments to this Privacy Policy, as appropriate, and update the “Last modified” date at the top of this Privacy Policy. Please review our Privacy Policy from time to time.

California Consumer Privacy Act

California residents may learn more about their rights, including how to exercise their rights under the California Consumer Privacy Act of 2018, by clicking [here](#).

Contact Us

If you have questions or issues about our Privacy Policy, please [contact us](#):

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Privacy Policy
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