Privacy Policy of Towbar by Tether Technologies

Effective Date: 05/09/2023

1. Introduction:

Tether Technologies values its users' privacy and trust. This privacy policy outlines how we handle your information with care and respect when using Towbar. By accessing and using Towbar, you accept the terms outlined in this policy.

2. Data Collection:

Geo-Location Data: For optimal functionality, Towbar collects geo-data (upon your consent) to connect you with nearby towing opportunities.

Google Authentication: Using Firestore, we store essential information provided during Google Sign-In for identification and in-app support.

Payment Information: All transactions and subscriptions are securely managed by Apple's subscription services. We neither access nor store your financial details directly.

Device and Usage Metrics: To enhance the user experience, we may gather metrics like device type, OS, and frequency of Towbar use.

Feedback and Communication: Any feedback or "Contact Us" submissions you provide are stored, allowing us to address concerns and continuously improve.

3. Data Processing and Use:

Service Optimization: Your data helps tailor and improve Towbar's services.

User Feedback: Your feedback and communication are vital for our growth and evolution, driving future improvements and features.

Analytics: Though not in current use, we might introduce third-party analytics in the future to further understand and refine user experiences.

4. Third-party Integrations:

External Data Providers: Towbar partners with reputable third-party services to provide essential external data, which is fundamental to our service. Rest assured, any collaboration is based on upholding privacy standards in line with our commitment to user data protection.

Potential Analytics Partners: If we choose to incorporate analytics in the future, any third-party involvement will be rigorously vetted to ensure they maintain privacy standards that resonate with ours.

5. User Control and Preferences:

Notifications: Users can manage Towbar notifications via their device settings.

Data Export: While Towbar does not support data exporting currently, it might be a feature in subsequent updates.

Settings: Privacy settings are predominantly influenced by Apple's built-in controls.

6. Security Protocols:

Secure Environment: Relying on Firebase ensures user data remains safeguarded.

Data Transmission: HTTPS transmissions protect the integrity and security of data exchanges.

Breach Management: Should any security issues arise, our commitment is to alert our users promptly, providing detailed information and guidance on countermeasures.

7. International Use:

Expansion Plans: While our initial market is Australia, global success may lead to expansion. Each new region's data guidelines will be respected and followed.

Data Handling: Users from outside Australia will be assured the same level of data care and security.

8. Dispute Resolution:

Resolution Strategy: Ensuring user satisfaction is paramount. We always seek mutual understanding, but in rare scenarios, legal avenues might be employed, aiming for mutually beneficial resolutions.

9. User Support:

Feedback Channels: Our team is available and keen to address any inquiries or concerns about data practices.

Continuous Enhancement: As Towbar evolves, user feedback will be central to refining services and data protocols.

10. Policy Updates:

As Towbar progresses and industry norms shift, this privacy policy might be updated. Users will always be informed of significant changes.

11. Contact:

For clarity, suggestions, or data-related inquiries, please use the "Contact Us" feature within Towbar or email us at contact@tethertechnologies.com.au.

12. Email Communication and User Consent

Tether Technologies values your privacy and respects your preferences regarding email communication. By using Towbar, you acknowledge and agree to occasionally receive emails from us. These emails may include important product updates, newsletters, promotional offers, and other relevant information related to our service.

You have the option to unsubscribe or opt out of these emails at any time by clicking the "unsubscribe" link provided in the emails or by contacting our support team at contact@tethertechnologies.com.au.

We are committed to safeguarding your data and ensuring that your email preferences are respected. For more details on how we collect, use, and protect your data, please refer to our Privacy Policy.

Please note that while you have the choice to unsubscribe from our emails, you may continue to receive essential service-related communications, such as account notifications and security updates.

Your use of Towbar signifies your consent to our email communication practices.