# Lightknow Privacy Policy

VIVY TECH USA, INC.

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## 1 Who we are and what this policy covers

VIVY TECH USA, INC., a corporation organized under the laws of Delaware, operates Lightknow. In this policy, “we,” “us,” and “our” mean VIVY TECH USA, INC. This policy explains how we collect, use, disclose, retain, and protect personal information when you use the Lightknow app, contact us, or receive access through a participating institution.

Our privacy contact is lightknow@vivytech.com Our mailing address is 149 Lexington St. Boston MA 02128, United States. This policy covers our processing of personal information. Independent publishers, Apple, and other services you visit have their own privacy policies for their independent activities.

## 2 Information you provide

Account and profile information. We collect your email address and the profile information you enter, including your name, age, and telephone number. We record email verification, account creation, and profile changes. We process passwords to authenticate you and store password hashes rather than readable passwords. Verification codes and authentication records support login and account recovery.

News preferences. We collect the news region, subject interests, and display language you select. A selected news region identifies the coverage you want; it does not necessarily identify where you live or where your device is located. Selecting a medical or political news category does not require you to disclose your medical history or political beliefs at any points.

Feedback and support. If you answer our edition surveys, we collect your responses, your account identifier, and the edition date, news region, and subjects associated with those responses. We also collect data on time spent per edition to calculate reading time and other technical feedback status like time to generate editions and type of errors. We collect messages and attachments you send to support. Please avoid sending sensitive information that is unnecessary to resolve your request.

## 3 Information collected through the service and other sources

Service and security information. Our systems and providers process technical information associated with requests, such as IP addresses, request times, application and device information, error information, and authentication activity, to the extent collected by their configured systems. We associate some service records with your account identifier.

Purchases and access. Apple handles purchases made through the App Store. We and our subscription provider, RevenueCat, process an app account identifier, purchase and transaction records, product identifiers, subscription status, expiration or renewal information, and entitlement information to verify access and restore purchases. We do not receive your full payment card number from an App Store purchase.

Institutional access. A participating university or business may provide your email address on an eligibility roster or authorize access through an approved email domain. We record eligibility, seat assignment, the participating institution, and the access period. A university email address alone does not guarantee sponsored access.

Device storage and reminders. The app stores settings and certain service information on your device and stores a session credential using the device’s secure storage facility. Daily reminders are scheduled locally on your device when you grant notification permission. Push notifications happen on those reminders, extra ones you may activate and on extreme, non-regular circumstances in which for matter of public good and/or public safety

we may emit a general push notification. Examples of those cases could be: a natural disaster, an FTO attack or life-threating event, a large scale conflict declaration, among others…

External content. Opening a publisher link or loading content hosted by an external provider may transmit technical information, including your IP address, to that provider. Its own privacy practices apply to that interaction.

## 4 How we use information

We use account and authentication information to create and secure your account, verify your email, recover access, and respond to your requests. We use news preferences to select and display relevant editions and to present content in your chosen display language. We use purchase and institutional eligibility records to determine whether you have free, paid, or sponsored access.

We use edition feedback to assess whether users find the content useful and to improve editorial selection and the app. We use technical and security information to operate and troubleshoot the service, prevent fraud and abuse, enforce our terms, and comply with legal obligations. We use your contact information for account, security, billing, and service messages. Any promotional communications will follow applicable notice, consent, and unsubscribe requirements.

Your news topic selections are used to provide the news service. We do not use those selections to infer a health condition or political affiliation.

## 5 Artificial intelligence and news processing

Lightknow uses third-party artificial intelligence services, currently OpenAI, to assist with selecting news, preparing summaries, translating content, and comparing coverage. Requests can include public news material and edition settings such as selected news region, subject interests, and display language. The provider receives the material submitted for processing.

We do not intentionally include your name, email address, telephone number, password, payment details, or app account identifier in editorial AI requests. Omitting direct identifiers does not guarantee that every request is anonymous. Where an AI feature shares personal information, we will identify the provider and the information involved and obtain any required express permission before the transfer. A general acceptance of our Terms is not a substitute for a separate permission when one is required.

AI providers (currently OpenAI) may retain request information under their applicable service terms, privacy practices, and contractual commitments. Do not submit sensitive personal information to a feature unless its notice explains why that information is needed.

## 6 When we disclose information

Service providers. We disclose information needed by vendors that host our service and database, deliver account emails, process AI requests, manage subscription access, and provide support or security functions. Providers currently identified for launch review include Railway for hosting and database operations, Resend for account email delivery, RevenueCat for subscription verification, and OpenAI for editorial AI processing. We require providers processing information on our behalf to protect it through appropriate contractual obligations and to use it only for authorized purposes.

Participating institutions. We provide the sponsoring institution only the eligibility, seat allocation, and access status information needed to administer its plan. We do not provide your individual news preferences, survey responses, or article activity to the institution. Any different reporting practice requires an accurate disclosure and an appropriate legal basis before it begins.

Legal and safety purposes. We may disclose information when reasonably necessary to comply with applicable law or valid legal process, protect people or rights, investigate abuse, or resolve disputes, subject to applicable legal safeguards.

Business transactions. If a merger, acquisition, financing, reorganization, or sale involves our business, information may be disclosed to relevant parties under appropriate confidentiality and privacy safeguards. We will give any notice required by law if responsibility for your information changes.

At your direction. We disclose information when you ask us to do so or give the permission required for the disclosure. We may use or disclose aggregated or deidentified information that does not reasonably identify you, with safeguards against reidentification where required.

## 7 Advertising and tracking

We do not sell personal information, share it for cross-context behavioral advertising, or use it for targeted advertising. We do not track you across other companies' apps or websites for advertising purposes. Necessary service providers and external publisher links are described above. If our practices change, we will update this policy and implement applicable notices, choices, and permissions before the change.

## 8 Retention and deletion

We retain account and profile information while your account is active and as needed to provide the service. We retain feedback and support records for their stated purposes, and technical and security records for troubleshooting, fraud prevention, and legal compliance. We do not retain identifiable information longer than reasonably necessary for those purposes.

Our specific retention periods are: security and request logs [up to a year]; feedback and support records [up to a year]; inactive accounts [up to six months]; and backup copies after deletion [up to a year]. Authentication codes and sessions have limited validity; their expiry does not necessarily mean that every related record is immediately deleted. Financial and legal records may be retained for applicable statutory periods or a legitimate legal hold, with access restricted to those purposes.

You can initiate account deletion in the app's account settings. We may ask you to authenticate to protect your account. We delete account-linked personal information from active systems and request deletion from applicable providers, except information we are legally required or otherwise lawfully entitled to retain for the limited purposes explained here.

Shared news editions that do not identify you may remain. Apple and other independent providers may retain their own transaction records under their policies and legal obligations. Deleting your Lightknow account does not cancel an Apple subscription. Manage or cancel it separately at https://apps.apple.com/account/subscriptions/.

## 9 Your choices and privacy rights

You can change available news preferences in the app, decline optional survey responses, and disable notifications through the app or your device settings. You can contact lightknow@vivytech.com to request access to or correction of your information, deletion, or help with other privacy choices. Withdrawing permission may prevent the affected optional feature from working; it does not make earlier lawful processing unlawful.

Depending on where you live and which laws apply, you may have rights to know or obtain a copy of personal information, correct it, delete it, receive it in a portable format, restrict or object to certain processing, withdraw consent, or appeal a denied request. Applicable law may also give you rights to opt out of sale, targeted advertising, or certain profiling, and to limit some uses of sensitive information.

We verify requests using information reasonably necessary to confirm identity or an authorized agent's authority. We respond within applicable legal deadlines, explain a denial when required, and provide any required appeal route. We will not unlawfully discriminate against you for exercising your rights. You may also complain to an appropriate regulator.

## 10 Security and processing locations

We use reasonable administrative, technical, and organizational safeguards appropriate to the information we process. These include access controls and protected authentication credentials. No service or transmission method can guarantee absolute security. Please use a unique password and contact us if you suspect unauthorized access.

We are based in the United States, in the states of Massachusetts and Florida, and we and our providers may process information in the United States and other countries where their authorized operations are located. Privacy laws may differ between countries. Where legally required, we use an appropriate transfer mechanism and safeguards.

## 11 Children and teenagers

Lightknow is intended for people aged 16 and older. We do not knowingly collect personal information from children under 16. If we learn that we have collected it, we will take appropriate steps to delete it unless lawful retention is required. A parent or guardian may contact lightknow@vivytech.com about such information. This provision must be matched by the registration and institutional enrollment process before publication.

## 12 Changes and contact

We may update this policy as our service or legal obligations change. We will post the revised version with an updated effective date and provide additional notice or obtain permission when required. A policy update does not itself authorize a new use requiring consent.

For privacy questions or requests, contact VIVY TECH USA, INC. at lightknow@vivytech.com or 149 Lexington St. Boston MA. 02128