



TRUEVIEW
DATING YOU CAN TRUST

PRIVACY POLICY AND COOKIE NOTICE

TrueView Limited. ("We") are committed to protecting and respecting your privacy.

Our policy (together with any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is TrueView Limited. Of Wayra Academy, Shropshire House, 2-10 Capper Street, London, WC1E 6JA.

What information we collect from you?

We may collect and process the following data about you:

-Information that you provide when you register to become a user or otherwise fill in forms on our platform, such as your name, age, address, email address, gender, mobile number. This includes information provided at the time of registering to use our service, subscribing to our service and posting material or requesting further services or goods. We may also ask you for information when you purchase products from our site and when you report a problem with our service.

-If you contact us, we may keep a record of that correspondence.

-We or our agents on our behalf may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

-Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

-Logged information, which is necessary to compare and match to other users for the purpose of the application.

-We use analytics to collect and store anonymous statistical data about our users' visits to our service.

We may also collect information about your computer, mobile phone (or other portable or static device used to access our site) and your visit to our site, including where available your IP address, operating system, session_id, login, screen name and browser type, for system administration and to report aggregate information to our partners and our advertisers.

We may obtain information about your general internet usage by using a cookie file and/or similar tools which are stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive to report back anonymous data to us. They help us to improve our site and to deliver a better and more personalised service. They may be used to enable us:

-To estimate our audience size and usage pattern.

-To store information about your preferences, and so allow us to customise our site according to your individual interests and provide a more personalised experience to you.

-To speed up your searches.

-To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system may issue cookies when you log on to our site.

Since May 2011, the laws in the EU in respect of how website operators use cookies (and similar tools) has been updated by way of the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011. The legislation requires website operators to acquire the pre-informed consent of visitors to a website before all non-essential cookies (and similar tools) are installed on the user's hard drives. We are reviewing how the internet industry implements this legislation, however until such time as there is a unified position, then this Privacy Policy and Cookie Notice AND your applicable browser settings shall be deemed your pre-informed consent to us using cookies (and other similar tools) on your visit to our website. If you subsequently wish to revoke this consent, you may do so by deleting the cookies (and similar tools) via your browser tools settings. Please note that by deleting or blocking the use of cookies (or similar tools), you may not be able to access all parts of the site, or it may detrimentally affect your user experience of the site.

We store your IP address when you visit and register an account on our site for safety and security purposes, and if deemed necessary by us, to help identify users who have breached any part of our Terms and Conditions.

WHERE DO WE STORE YOUR DATA?

The data that we collect from you may be transferred to, and stored at, a destination

outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. By submitting your personal data, you agree to this transfer, storing or processing. We will endeavour to take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

WHAT DO WE DO WITH THE INFORMATION?

We use information held about you in the following ways:

-To ensure that content from our site is presented in the most effective manner for you and for your computer.

-To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.

-To carry out our obligations arising from any contracts entered into between you and us.

-To allow you to participate in interactive features of our service, when you choose to do so.

-To notify you about changes to our service.

-We may also use your data to provide you with information about goods and services which may be of interest to you and we or they may contact you about these.

-To fulfil our legal obligations and respond to litigation.

-To enforce our Terms and Conditions and/or Acceptable Use Policy against you.

-To create non personally identifiable reports on the user interaction with our site.

WHAT INFORMATION DO WE SHARE WITH 3RD PARTIES?

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may disclose your personal information to third parties:

In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

If we or substantially all of our assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions and other agreements; or to protect the rights, property, or safety of us, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

To our third party partners as part of providing the full functionality and services of our site to you.

INTERNET AWARENESS

Whenever you voluntarily post personal information in public areas, like journals, web-blogs, reviews, message boards, and forums, you should be aware that this information can be accessed by the public and can in turn be used by others to send you unsolicited communications. Please exercise discretion in deciding what information you disclose.

MINORS.

TrueView is a service for those aged 18+. You should not share any personal information with us if you are a Minor (the age of Minors is determined by local laws where you reside). If we have reason to believe you are a Minor we reserve the right to delete your account.

CHANGES TO OUR PRIVACY POLICY.

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

YOU HAVE A QUESTION?

If you have any questions, comments or requests regarding this privacy policy, the practices of our service or your dealings with this service you can contact us by emailing support@trueview.me

Thank you for using TrueView. identify You, to improve its products or to provide services or technologies to You.

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i. The laws of the State of California, excluding its conflicts of law rules, govern this license and your use of the Licensed Application. Your use of the Licensed Application may also be subject to other local, state, national, or international laws.

How can I change my profile information?

You can change your name, ethnicity, profession, date of birth, height, or gender by heading to Personal Settings. Tap My Profile > tap the cog icon which is situated in the top right-hand corner of your screen and tap on the field that you'd like to edit the information of. Once you've finished updating your information, tap Save and you're good to go.

How do I change or delete my photos?

You can add images by tapping My Profile > + > Add Photo. Scroll down your profile to view any pictures you have posted and on the image you would like to edit / set as your profile picture, tap the ⋮ icon and choose which action you wish to perform.

How can I start a conversation with someone?

There are two ways for you to start a conversation. Firstly, you can tap the love heart

icon on a person's activity, a message request will be sent and it is up to this person whether they wish to accept your request or not. Alternatively, you can start a conversation around a person's activity by tapping the speech bubble icon and leaving a comment. Commenting directly on a shared post starts a private conversation.

Can I see who's been looking at my profile?

You sure can. Make sure you enable Who Viewed You in your notification settings and you will be notified each time somebody looks at your profile.

How do I change what i'm looking for?

When on the Matches tab, tap the slider icon in the top right-hand corner of the screen and adjust your preferences.

What happens if I block somebody?

Once you block somebody, they will no longer be able to like or comment on your activity, nor will they be able to message you. You don't have to worry about the person finding out that you've blocked them, as you will simply be removed from each other's feed.

How do I delete a conversation?

Press the Chat tab > Swipe left > Press Delete

How do I change my password?

If you sign up via email address and would like to change your password, log out of your TrueView account and on the sign-up page tap I already have an account > Forgot password? Input the email address you signed up to TrueView with and you will be sent a password reset request.

Do I need to activate my Location Settings for TrueView to work?

You sure do. Your matches are displayed in order of location, from nearest to the furthest away from you so we need to know your GPS. To enable your Location Settings, open iPhone settings > Privacy > Location Services > scroll down to TrueView > While Using the App / Always

How do I change my location?

Your location will be automatically set based on your phone's GPS and cannot be set manually. If you think that your location is incorrect, please email support@trueview.me

How do I enable/disable push notifications?

To enable/disable push notifications open iPhone settings > Notifications > TrueView > Allow Notifications. To choose which notifications you would like to receive, open TrueView > My Profile > tap the cog icon in the top right-hand corner of your screen > Notifications.

How do I delete my account?

If you decide to leave TrueView, there are two ways to remove your profile. Firstly, tap My Profile tab > tap the cog icon which is situated in the top right-hand corner of your screen. Scroll down and tap Account Status. If you feel like taking a short break from TrueView but think you'd like to return in the future, tap the green button where it says Enabled. This will switch your account status to Disabled, meaning that your profile will be removed from the matches feed but you'll still be able to sign-in at any point, should you wish to re-enable your account. Once you have chosen to disable your account, you will automatically be signed out of TrueView. Alternatively, if you've met somebody or decide that TrueView just isn't for you, tap Delete Account on the Account Status page and you will be asked to confirm that you definitely want to delete your account. Once you have chosen to delete your account, you will no longer be able to retrieve it. In other words, it's gone forever.

How do I remove somebody from my matches feed?

Scroll down to the bottom of a person's profile and tap Remove. Once you do so, you will be prompted to select a reason as to why you wish to remove this person from your feed. When you select a reason, this person will be removed from your feed and they will no longer be able to contact you.

How can I report someone?

To ensure the safety of our members, we take our community guidelines super seriously at TrueView. If somebody has acted inappropriately towards you, you can report them by scrolling down to the bottom of the person's profile and tapping Report For Abuse. Once we receive the report, we will review it as soon as possible. If someone has made you feel unsafe whilst using TrueView and you are concerned about this, please email sophie@trueview.me and we will look into your report immediately.

Why am I not seeing any new matches?

TrueView has members throughout the UK. Depending on where you are may require you to broaden your filter settings. You can increase the distance and age parameters both of which will widen your search.

Are there any rules?

TrueView is based on trust. If any member is reported or we feel they are trying to use TrueView in a dishonest, illegal or abusive way. We will look into that individual and take the necessary action. This could include suspension of account or passing infor-

mation over to the authorities.

How does TrueView work?

TrueView has been built to allow users to express their personality by showing more than just a photo. The rich media profile builder lets you upload and add content you feel represents you and start conversations with others more easily. We look at your activity, behaviour, search filters and location and based on that we add the users we feel you are best suited to into your matches feed. Combined with your Trust Score and Community Rating we are hoping that we have created the safest, most secure dating app on the planet, making it much easier to start conversations and increase confidence with meeting potential matches in the real world.

What is a Trust Score?

Your trust score is compiled by the content you share and the badges you earn or add to your profile. The more open, honest and connected you are with TrueView the better your score.

What is a Community Rating?

Most online dating services are open to abuse. TrueView is tailored to those genuinely seeking a long term relationship. Our Community Rating is a non intrusive way to introduce accountability and allow your behaviour across the whole system to help inform potential matches of your intentions. It is a simple but effective way to weed out those using the system for the wrong reasons and help those with good intentions to perform better.

How are my matches generated?

We look at your activity, behaviour, search filters and location and based on that and a dash of some special tech sauce we add the users we feel you are best suited to into your matches feed.