# Privacy Policy

Effective Date: 09.01.2026
 Last Updated: 09.01.2026

This Privacy Policy has been prepared to explain the principles regarding the collection, processing, storage, and protection of personal data within the scope of voice and video chat services provided by the RibaChat mobile application ("App"). All users of the App are deemed to accept this Policy.

# 1. Data Controller

Under KVKK and GDPR, the data controller is:

- App Name: RibaChat
- Company Name: RIBACHAT BİLİŞİM YAZILIM BİLGİSAYAR SANAYİ VE TİCARET LİMİTED ŞİRKETİ
- Address: Gölbaşı Mah. Karacadağ Cad. No:45D, Viranşehir / Şanlıurfa
- Email: info@ribachat.com

# 2. Collected Personal Data

## 2.1 User Account Information

- Username
- Profile picture
- Biography, age
- Preferences and settings

## 2.2 Voice & Video Communication

- Live audio stream
- Live video stream
  **Note:** Conversations are not recorded, stored, or viewable/listenable afterward.

### 2.3 Messaging Data

- Message contents
- Interaction records

### 2.4 Technical Data

- IP address
- Device type
- Operating system
- App version
- Session and error logs

## 3. Purposes of Processing

- Service delivery
- Security
- Performance improvement
- Prevention of misuse
- Fulfillment of legal obligations

## 4. Legal Basis

- Explicit consent
- Performance of a contract
- Legal obligations
- Legitimate interests

## 5. Third-Party Service Providers

- **Agora.io:** Video and voice communication infrastructure, live audio and video streams
- **Socket.IO:** Real-time messaging infrastructure, message data processed on company servers

- **Backend & File Servers:** Profile pictures, media files, user data
  These service providers have limited access solely for service delivery purposes.

# 6. Cookies and Local Storage

- No web cookies are used
- Local storage on mobile devices is utilized
- Tokens and preferences are stored only within the App

# 7. Data Security

- HTTPS encryption
- JWT authentication
- Bcrypt password hashing
- Role-based access control (RBAC)
- Rate limit protection
- Input validation

# 8. Data Retention

Data is:

- Deleted or anonymized when the purpose ends
- Deleted or anonymized when legal retention periods expire

# 9. User Rights

- Access to data
- Correction
- Deletion
- Restriction
- Objection

- Data portability
- Withdrawal of consent

## 10. Account Deletion

Users can permanently delete their accounts:

- Mobile: "Delete My Account" option within the App
  After account deletion, data is removed or anonymized except for legally required retention periods

## 11. Website

No user accounts are created on the website. Data submitted via forms and complaint areas are protected under KVKK.

## 12. Children's Privacy

The App is not intended for users under 18 years of age.

## 13. Policy Updates

This Policy may be updated as needed. The latest version is published in the App and/or on the website.

## 14. Contact

info@ribachat.com | In-App Support

This Privacy Policy has been prepared in compliance with Google Play and Apple App Store data security, account deletion, and third-party notification requirements.