

Platopal privacy policy

Effective Date: from the date of launch

At Platopal, we value your privacy. This Privacy Policy outlines how we collect, use, and protect your personal information when you use our platform.

1. Information We Collect

We may collect the following information:

Account Information: Name, email address, phone number, username.

Device & Usage Data: IP address, device type, browser, and interaction with the app.

Payment Details: For purchases via virtual currency or marketplace (processed through secure third party payment providers).

Content & Communication: Content you upload, like comics or posts, and messages or interactions with other users.

2. How We Use Your Information

To create and manage your account.

To personalize your experience.

To process transactions (e.g., gifts, purchases).

To improve and analyze platform usage.

To communicate updates, promotions, or support messages.

To comply with legal obligations.

3. Sharing of Information

We do not sell your data. We may share data with:

Trusted third-party services for payment processing, hosting, analytics.

Law enforcement or regulators, when legally required.

4. Your Rights

You may:

Access, update, or delete your account.

Opt out of marketing emails.

Request a copy of your personal data (subject to verification).

5. Data Security

We implement industry-standard encryption and security measures. However, no system is completely secure. Use Platopal responsibly.

6. Children's Privacy

Platopal is not intended for users under 13. If we become aware of data collected from minors, we will delete it immediately.

7. Changes to This Policy

We may update this policy. Users will be notified of significant changes through the app or email.

Platopal Refund Policy

Effective Date: from the day of launch

Platopal offers a digital-first experience with features like digital gifts, paid content, and a creator marketplace. This Refund Policy covers transactions on the platform.

1. Virtual Currency (Gifts)

Non-refundable: Purchases of virtual currency or gifts are final and non-refundable, except where required by law.

If unauthorized purchases are made from your account, contact support within 48 hours for review.

2. Paid Digital Content (e.g., comics, web novels)

Non-refundable: Once unlocked or downloaded, digital content is not refundable.

If content is defective (e.g., doesn't load), contact support within 72 hours for credit or content replacement.

3. Physical Goods (Marketplace)

Returns/Refunds: These are managed by the individual creators or sellers. Platopal acts as a platform and does not guarantee refunds for physical goods.

Buyers and sellers must resolve disputes directly. Platopal can intervene if terms are clearly violated.

4. Subscription or Memberships (if applicable)

You may cancel future billings at any time.

No partial refunds are given for unused time within a billing period.

5. Requesting a Refund

To request a refund, email us at info@platopal.com with:

- Your username and email
- Transaction ID or receipt
- Description of the issue

Requests will be reviewed within 5–7 business days.