

# Privacy Policy

Last Updated: January 2025

## 1. Introduction

GrabGram ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect your information when you use our Service.

## 2. Information We Collect

### 2.1 Information You Provide

- **Email Address:** Collected only when you purchase a paid subscription
- **Telegram User ID:** Used to provide the Service through our bot
- **Payment Information:** Processed directly by our payment provider (Lava.top)

### 2.2 Automatically Collected Information

- **Analytics Data:** We use Google Analytics to understand Service usage
- **Website Analytics:** Our landing page uses analytics platforms to track visits
- **Bot Interaction Data:** Commands and interactions with our Telegram bot

### 2.3 Content Data

- We process only publicly available content from links you provide
- We do not access or store any private information
- Content is delivered to you via Telegram and not permanently stored by us

## 3. How We Use Your Information

We use collected information to:

- Provide and improve our Service
- Process your subscription payments
- Send service-related notifications
- Analyze usage patterns to enhance user experience
- Comply with legal obligations

## 4. Information Sharing

We share your information only as follows:

- **Payment Processor (Lava.top):** Your email address for payment processing
- **Analytics Providers:** Anonymized usage data
- **Legal Requirements:** If required by law or legal process
- **Your Consent:** With your explicit permission

We do NOT:

- Sell your personal information
- Share your data with advertisers
- Use your data for purposes unrelated to the Service

## 5. Data Security

We implement appropriate technical and organizational measures to protect your information, including:

- Encrypted data transmission
- Limited access to personal information
- Regular security assessments

However, no method of transmission over the Internet is 100% secure.

## 6. Data Retention

- **Email Addresses:** Retained while your subscription is active and for legal compliance
- **Analytics Data:** Retained according to Google Analytics policies
- **Content:** Not permanently stored; delivered directly to your Telegram

## 7. Your Rights

You have the right to:

- Access your personal information
- Request correction of inaccurate data
- Request deletion of your data (subject to legal requirements)
- Cancel your subscription at any time
- Opt-out of non-essential communications

## 8. Third-Party Services

Our Service integrates with:

- **Telegram:** For content delivery (subject to Telegram's privacy policy)

- **Lava.top:** For payment processing (subject to their privacy policy)
- **Google Analytics:** For usage analytics (subject to Google's privacy policy)

## 9. Children's Privacy

Our Service is not intended for children under 18. We do not knowingly collect information from children.

## 10. International Data Transfers

Your information may be processed in countries other than your own. By using our Service, you consent to such transfers.

## 11. Cookies and Tracking

- Our website uses cookies for analytics purposes
- You can disable cookies in your browser settings
- Our Telegram bot does not use cookies

## 12. Changes to This Policy

We may update this Privacy Policy periodically. We will notify you of material changes via the Service or email.

## 13. Data Protection Officer

For privacy-related inquiries, contact our Data Protection Officer at: [privacy@grabgram.com](mailto:privacy@grabgram.com)

## 14. Legal Basis for Processing (GDPR)

For users in the European Economic Area, we process your data based on:

- **Contract:** To provide the Service you requested
- **Legitimate Interests:** To improve our Service and ensure security
- **Legal Obligation:** To comply with applicable laws
- **Consent:** Where explicitly provided by you

## 15. Contact Us

For questions about this Privacy Policy or our data practices:

- Email: [support@grabgram.com](mailto:support@grabgram.com)
- Telegram: [@grab\\_gram\\_bot](https://t.me/grab_gram_bot) (support)

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**By using GrabGram, you acknowledge that you have read and understood these Terms of Service and Privacy Policy.**