

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

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
- Telegram: [@grab_gram_bot](https://t.me/grab_gram_bot) (support)

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