Privacy Policy — Balalayka

Last updated: March 16, 2026

Balalayka ("Balalayka," "we," "our," or "us") is a communication and productivity application that allows users to create accounts, exchange messages, share files, collaborate in chats, and organize tasks and notes. This Privacy Policy explains what information we collect, how it is used, how it is shared, how long it is retained, and what rights users have regarding their data.

This policy is designed to comply with Apple App Store requirements and applicable privacy regulations.

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1. Information We Collect

We collect only the information necessary to operate and maintain the Balalayka service.

1.1 Account Information

When you create an account we may collect:

- username or display name
- email address
- account identifier
- authentication credentials
- Sign in with Apple authentication tokens (when used)

1.2 User Content

When you use Balalayka you may create or upload content including:

- messages sent in chats
- group chat messages
- files and documents
- photos or other media
- tasks created from messages
- saved notes or discussion items

This information is required to deliver the core functionality of the messaging service.

1.3 Technical and Diagnostic Information

To maintain reliability and security we may collect limited technical data:

- device model
- operating system version
- app version
- IP address

- diagnostic and crash information
- service usage events required for system stability

This information is used only for technical operation and improvement of the service.

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2. How Information Is Collected

Information may be collected in the following ways:

- directly from you when you register, sign in, send messages, upload files, or create tasks
- automatically from your device when necessary to maintain service functionality
- from authentication providers such as Apple when you choose Sign in with Apple

Balalayka does **not collect unnecessary personal information** beyond what is required to operate the service.

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3. How We Use Information

Information collected through Balalayka is used only for legitimate service purposes including:

- creating and managing user accounts
- enabling messaging and collaboration features
- storing and synchronizing chats and files
- allowing search across conversations
- preventing abuse, spam, and unauthorized access
- maintaining system reliability and security
- diagnosing technical issues
- improving application performance

Balalayka **does not sell personal data**.

Balalayka **does not use personal data for advertising tracking** across other applications or websites.

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4. Data Sharing

We do **not sell or rent user data**.

Information may only be shared in limited situations:

Infrastructure and Service Providers

We may use trusted infrastructure providers (for example cloud hosting or storage services) to operate the platform. These providers may process data strictly on our behalf and only for operating the service.

Legal Requirements

We may disclose information if required by law, regulation, legal process, or government request.

Protection of Rights

Data may be disclosed if necessary to protect the security, integrity, or legal rights of users, Balalayka, or the public.

We do **not share personal data with advertising networks**.

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5. Data Retention

We retain data only as long as necessary to provide the Balalayka service and comply with legal obligations.

Typical retention periods:

Account information
Retained while the account remains active.

Messages and user content
Stored while the account exists and until the user deletes the content or requests account deletion.

Technical logs and diagnostics
Retained for a limited period required for security monitoring, system maintenance, and troubleshooting.

When data is no longer necessary it is securely deleted or anonymized.

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6. Account Deletion and Data Removal

Users have the right to request deletion of their account and associated personal data.

Account deletion requests can be submitted by contacting:

it@platonics.ru

After a verified deletion request:

- the user account will be permanently removed
- personal account information will be deleted
- stored messages and files associated with the account will be removed where technically feasible

Some limited information may be retained where required for:

- legal compliance
- fraud prevention
- security investigations
- dispute resolution

Retention of such data is limited to what is legally necessary.

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7. Sign in with Apple

Balalayka supports **Sign in with Apple** as an authentication method.

When users sign in with Apple:

- Apple may provide a private relay email address instead of the user's real email
- Balalayka receives only the information required to authenticate the account

This information is used solely to enable login and maintain account access.

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8. Security

We implement reasonable technical and organizational safeguards to protect user information including:

- restricted access to data
- secure server infrastructure
- monitoring for unauthorized access

While we strive to protect personal data, no system can guarantee absolute security.

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9. Children's Privacy

Balalayka is **not intended for children under the age of 13**.

We do not knowingly collect personal information from children under 13. If such information is discovered, it will be removed.

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10. International Data Processing

User information may be processed on servers located in different jurisdictions depending on infrastructure providers.

We take reasonable steps to ensure that personal data remains protected in accordance with this Privacy Policy.

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11. Changes to This Policy

This Privacy Policy may be updated from time to time.

When updates occur:

- the "Last updated" date will be changed
- significant updates may be communicated through the application or official website

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12. Contact

If you have questions about this Privacy Policy or requests regarding your personal data, please contact:

it@platonics.ru

App Store Compliance Notes

To comply with Apple App Store requirements:

- This Privacy Policy must be published at a public HTTPS URL.
- The same URL must be provided in **App Store Connect → Privacy Policy URL**.
- A link to this Privacy Policy should be accessible within the app (for example: Settings → Privacy).
- App Store "App Privacy" disclosures must accurately reflect the data described in this policy.