

Privacy Policy

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1. Who we are

Hydrate Apps Ltd ("we", "us") makes the Dreamlight Guide app for iOS and Android (the "App"). We are the data controller for personal data processed through the App, under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Hydrate Apps Ltd, Baronsgrange Close, Belfast, Northern Ireland. Contact: dev@hydrateapps.com.

This policy explains what we collect, why, who we share it with, and your rights. It applies alongside our Terms of Use.

Dreamlight Guide is an unofficial fan app. It and Hydrate Apps Ltd are not affiliated with, associated with or endorsed by The Walt Disney Company or Gameloft SE in any way. All trademarks and copyright remain the property of their respective owners. Disney and Gameloft receive no data from the App.

2. Data we collect

What we collect depends on how you use the App. Without an account, your progress stays on your device and we never receive it.

Feature	Data	Where it goes
Using the App without an account	Your progress and settings (catalogue, favourites, levels, Star Path, garden, restaurant, daily tasks, to-dos, home layout, filters)	Your device only
Sign in with Apple or Google	Your email address (which may be an Apple private relay address), your name if the provider shares it, provider account IDs, and an account ID we create	Supabase
Cloud Sync	The same progress and settings as above, linked to your account, with the time each change was made	Supabase

Feature	Data	Where it goes
Purchases and subscriptions	An anonymous or account-linked customer ID, products bought, subscription status, trial and renewal dates, store transaction IDs, country and currency. We never receive card details.	RevenueCat, Apple or Google
Account and data emails	Your email address, plus a log of which retention, export or deletion emails we sent and when	Supabase, IONOS
Data export and deletion requests	When you asked, and the result	Supabase
Advertising (free version)	Advertising ID (IDFA on iOS if you allow tracking, Android advertising ID), IP address, device and app information, ad interactions, your consent choices	Google AdMob
Analytics	App usage events (such as screens viewed, sign-in, purchase and sync steps), app instance ID, device model, OS and app version, country, storage mode and subscription plan	Google Firebase Analytics
Crash and error reports	Crash logs, stack traces, device and OS details, and error details for failed sign-ins or syncs	Google Firebase Crashlytics
Garden reminders	Crop timings, used to schedule reminders on your device	Your device only
Game reference data	Ordinary request data (IP address, app version) when the App downloads guide content	Supabase

We do not collect your precise location, contacts, photos, or payment card details. We do not sell your personal data.

3. How we use data and our lawful bases

Purpose	Lawful basis (UK GDPR)
Creating and running your account, signing in, linking sign-in methods	Contract
Syncing your progress across devices	Contract
Processing purchases, unlocking features, managing subscriptions and trials	Contract
Sending account emails: retention warnings, deletion and export emails	Contract
Handling export, deletion and other rights requests	Legal obligation
Keeping records of purchases for tax and accounting	Legal obligation
Fixing crashes and sync or sign-in failures	Legitimate interests (keeping the App working)
Understanding how features are used, to improve the App	Legitimate interests, or consent where the law requires it
Preventing fraud and abuse, such as trial misuse	Legitimate interests
Showing personalised ads	Consent, which you can withdraw at any time
Showing non-personalised ads	Legitimate interests (funding the free App)

Advertising consent. In the UK and EEA, the App asks for your consent before showing personalised ads, using Google's consent tool. On iOS, the App asks for permission to track through Apple's App Tracking Transparency prompt. You can change these choices in the App or in your device settings. If you say no, you still see ads, but they are not based on your activity.

We do not make decisions with legal or similarly significant effects about you through automated processing alone.

4. Who we share it with

We share personal data only with service providers that help us run the App. They process it on our instructions under data processing agreements.

Provider	What they do	Data location	Privacy policy
Supabase Inc.	Accounts, sign-in, Cloud Sync storage, server functions	EU (Stockholm, Sweden)	supabase.com/privacy
RevenueCat Inc.	Purchase and subscription management	USA	revenuecat.com/privacy
Google LLC (Firebase)	Analytics, crash reports, in-app messages	USA and other countries	firebase.google.com/support/privacy
Google LLC (AdMob)	Advertising	USA and other countries	policies.google.com/privacy
IONOS	Sending account emails	EU / UK	ionos.co.uk/privacy_policy

Apple and Google also process data as independent controllers when you sign in with them or buy through their stores. Their own privacy policies apply. Apple's private relay forwards our emails to you without sharing your real address.

We may also share data if the law requires it, to protect our rights or users' safety, or with a buyer if Hydrate Apps Ltd or the App is sold. In that case this policy continues to apply to your data.

5. International transfers

Your account and Cloud Sync data are stored in the EU (Sweden), which the UK recognises as giving adequate protection.

RevenueCat and Google may process data in the USA and other countries. Where they do, we rely on the UK Extension to the EU-US Data Privacy Framework where the provider is certified, or on the UK International Data Transfer Addendum to the EU Standard Contractual Clauses. Contact us for a copy of the relevant safeguards.

6. How long we keep it

Data	How long
Account (email, provider IDs)	Until you delete your account
Cloud Sync data, active subscription	Until you delete it or your account
Cloud Sync data after a subscription ends	90 days, then deleted. We email you at 30, 7 and 1 day before. Your account is kept so you can resubscribe.
Records of deleted items (used to sync deletions)	Up to 30 days for garden and daily tasks; otherwise while the account exists
Subscription event logs from RevenueCat	90 days
Purchase history held by RevenueCat	Until you delete your account, or as long as needed for tax and accounting records
Email and retention notice logs	While the account exists
Analytics data	Up to 14 months
Crash reports	Up to 90 days
Data on your device	Until you delete it or the App

When you delete your account, we delete your account, cloud data, RevenueCat customer record and related logs straight away. Copies in our providers' encrypted backups are overwritten in their normal backup cycle.

7. Your rights

Under UK GDPR you have the right to:

- **Access** your data and get a copy of it
- **Portability**: receive it in a machine-readable format
- **Correct** inaccurate data
- **Delete** your data
- **Restrict** or **object** to processing based on legitimate interests
- **Withdraw consent** at any time, such as for personalised ads
- **Complain** to the Information Commissioner's Office (ico.org.uk, 0303 123 1113)

In the App:

- **Export:** Account & Cloud Sync, then **Email me my data.** We email your account data and cloud data to your account address as a JSON file, up to once an hour.
- **Delete:** Account & Cloud Sync, then **Delete account.** This deletes your account, cloud data and RevenueCat customer record, and revokes Sign in with Apple access on iOS. We email you a confirmation. Cancel any subscription in your store settings first, as deleting your account does not cancel it.
- **Stop syncing:** choose **Use on this device only** or sign out. Your data stays on your device.
- **Ads and tracking:** change your ad consent in the App, or tracking permission in iOS Settings.

Without the App: email dev@hydrateapps.com from your account's email address to request deletion or any other right. We reply within one month. We may ask you to confirm your identity.

8. Children

The App is not directed at children under 13, and you must be at least 13 to create an account. We do not knowingly collect personal data from children under 13. If you believe a child has created an account, contact us and we will delete it.

Users under 18 in the UK are covered by the ICO's Age Appropriate Design Code. We keep data collection to what the App needs and do not use it for profiling beyond what is described here.

9. Security

- All data is encrypted in transit (HTTPS/TLS) and at rest by our providers.
- Database rules ensure each account can read and change only its own data.
- Sign-in tokens are stored in the iOS Keychain or Android Keystore, and are removed when you sign out.
- Server keys are held only on our servers, never in the App.

No system is completely secure. If a breach affects your personal data and puts your rights at risk, we will tell you and the ICO as the law requires.

10. Changes and contact

We may update this policy when the App, our providers or the law change. We will change the date at the top and, for significant changes, tell you in the App before they apply.

For any privacy question or request, contact:

Hydrate Apps Ltd, Baronsgrange Close, Belfast, Northern Ireland Email:
dev@hydrateapps.com

Account emails are sent from no-reply@dreamlightguide.dev. Replies go to
dev@hydrateapps.com.