

FluenText Privacy Policy

Effective: July 21, 2026

This Privacy Policy explains how Shawn Fenerin, a sole proprietor doing business as FluenText ("FluenText," "we," "us," or "our"), collects, uses, discloses, and retains information through the FluenText mobile and web applications, websites, and related services (the "Service"). FluenText is currently offered only to users in the United States. Contact us at support@fluentext.com.

1. Information We Collect

- Account and profile: phone number, Firebase user identifier, display name, native language, target language and coach preferences, account timestamps, and consent records.
- Contacts and connections: with mobile permission, FluenText reads phone numbers and names from your address book for contact discovery. The complete address book remains on your device, but normalized phone numbers are sent in bounded batches to FluenText's Firebase backend to check for registered users. Matched contact-name snapshots and phone-to-account mappings may be stored for chat display and connection features. On web, you may enter a phone number and name directly.
- Messages and user content: direct and group messages, drafts submitted to an AI feature, reactions, sender labels, reports, feedback, and private-coach conversations. Public chat and private-coach content may be stored locally for continuity and offline use.
- Learning and usage data: grammar results, translations, definitions, coach responses, correction categories, streaks, aggregate statistics, feature counters, quota state, chat membership, delivery/read cursors, subscription tier, and settings.
- Purchase information: when you subscribe through Apple, Apple processes payment. FluenText receives transaction, product, entitlement, renewal, expiration, refund, and related signed App Store information needed to verify and administer access. We do not receive your full payment-card number.
- Device, diagnostic, and security data: app version, device and operating-system information, IP address and request metadata available to service providers, crash and performance diagnostics, push-notification token, App Check attestations, and analytics events. Web use may also produce browser and reCAPTCHA security information.

2. How We Use Information

We use information to authenticate users; match contacts; deliver, synchronize, and display chats; provide language-learning and AI features; maintain local offline copies; manage quotas and subscriptions; send service notifications; detect abuse and secure the Service; review reports; respond to support and feedback; measure reliability and feature use; comply with law; and enforce our Terms.

3. Google Gemini AI Processing and Your Choice

FluenText uses Google LLC's Gemini paid API for grammar correction, translation, vocabulary definitions, AI coach answers, draft checks, and simulated conversation replies.

Depending on the feature, the request to Google may contain:

- the message or draft text being analyzed or translated;
- a selected word or phrase and the surrounding message;
- your native and target languages and relevant coach strictness or skill settings;

- up to 10 recent thread messages with sender labels for coach or companion context; or
- private-coach input with up to 10 private conversation turns and the last 5 public messages.

FluenText does not intentionally attach your phone number or Firebase user ID to a Gemini request. However, messages, drafts, private-coach input, surrounding context, and sender labels can contain names, personal information, sensitive information, or information about another person. Do not submit information you are not authorized to share.

Google processes the request to generate and return the requested correction, translation, definition, or coach/companion response. FluenText uses paid-service Gemini access, has voluntary model-improvement log sharing disabled, and relies on Google's applicable data-processing terms. We require service providers that receive personal information on our behalf to protect it consistently with this Policy and applicable law; Google's paid-service data-processing commitments provide the same or equivalent protection for Gemini request data. Google may still process data as permitted by the limited-retention, security, and legal provisions applicable to the paid Gemini service. We do not claim that Google never retains request data.

After authentication, FluenText presents a separate, versioned consent screen naming Google LLC, these data categories, and the purposes. FluenText's backend prevents AI requests and cached AI results unless the current Google Gemini disclosure is accepted. You can decline and sign out, delete your account from the gate, or later withdraw consent in Settings. Withdrawal prevents requests that have not yet been dispatched and signs active clients out; a request already in flight may complete and cannot be recalled, nor can prior requests or outputs.

4. Other Disclosures and Service Providers

- Google Firebase and Google Cloud: Firebase Authentication (including SMS phone verification), Realtime Database, Cloud Functions, Hosting, Cloud Messaging, App Check, Analytics, Crashlytics, and Performance Monitoring provide authentication, storage, compute, hosting, notifications, security, analytics, diagnostics, and performance measurement. Google may process account identifiers, content, device data, diagnostics, IP/request information, and usage events as needed for those services.
- Apple: Apple processes App Store purchases and may provide subscription and transaction status to FluenText. Apple also distributes the iOS app and provides device push-notification infrastructure.
- Other users: your messages, sender name, reactions, group membership, and related chat information are disclosed to the people in the relevant chat. Reports may include content another user sent.
- Legal and safety: we may preserve or disclose information when we reasonably believe it is necessary to comply with law or valid legal process, protect a person, investigate fraud or abuse, secure the Service, or enforce our Terms.
- Business transfer: information may be transferred in connection with a financing, reorganization, sale, or transfer of all or part of the Service, subject to applicable law.

We do not sell personal information for money. FluenText does not use App Tracking Transparency permission to substitute for the separate Gemini consent described above.

Service providers processing personal information for FluenText are expected to use it only for the contracted service, follow our instructions where applicable, and provide privacy and security protection at least equivalent to the commitments in this Policy.

5. Retention

- Cloud messages: messages delivered to all intended human recipients are scheduled for deletion from FluenText's active cloud message store after 7 days. Undelivered, private-coach, simulated, orphaned, and other messages not eligible for the delivered-message rule are scheduled for deletion after 30 days. Related corrections and reactions are removed with the message where the cleanup process covers them.

- Local copies: messages and private-coach history may remain in SQLite on mobile or IndexedDB in a browser until you sign out, delete the local app/browser data, or remove the app. A recipient may retain a local copy independently.
- AI caches: FluenText may cache grammar results, translations, and word definitions in memory and Firebase using a hash derived from the input and settings. Server cache entries, which can include AI inputs or outputs in their result data, are scheduled for deletion after 30 days. They are not stored under your user ID and may not be removed immediately when an account is deleted.
- Usage counters: daily per-account quota counters are scheduled for removal after about 30 days and are removed when the account-deletion function completes successfully.
- Account and consent: profile, authentication, phone mapping, consent, and personal statistics are kept while your account is active, subject to operational needs and the deletion limits below. Subscription and transaction records may be retained after account deletion as reasonably necessary to administer purchases, prevent fraud, resolve disputes, and comply with Apple requirements or law.
- Analytics, diagnostics, security, reports, and feedback: retention depends on the Firebase/Google service configuration, legal and security needs, and the time reasonably needed to investigate, support, or improve the Service. We do not promise a fixed period where the implementation or provider setting does not establish one.

Cleanup is scheduled and may not occur at the exact instant a retention period ends. Service-provider backups and logs may expire on their own schedules.

6. Account Deletion and Its Limits

You can initiate account deletion in Settings or from the AI consent gate. If the deletion function completes successfully, it is designed to remove your Firebase Authentication record, user profile, phone-to-user mapping, consent record, usage and statistics nodes, and active 1:1/private-coach cloud chat data associated with your chat registry.

Deletion may not remove:

- messages or other content already delivered to another user's device;
- shared group messages and metadata needed by remaining members after you leave the group;
- reports, feedback, or records retained for safety, support, fraud prevention, legal compliance, or dispute resolution;
- AI cache entries that are not keyed by your account and remain until their scheduled expiration;
- information retained by Google, Apple, or another recipient under its own terms or legal obligations; or
- local data on a device or browser where you remain signed in or that is controlled by another person.

Account deletion does not cancel an Apple subscription. Manage cancellation through your Apple account.

7. Security

We use administrative, technical, and organizational safeguards intended to protect information, including Firebase Authentication, access rules, App Check, transport encryption provided by our platforms, bounded server functions, and limited client write permissions. No system is completely secure, and we cannot guarantee absolute security.

8. Your Choices

You may decline contact permission and enter contacts manually where supported; change supported language and coach settings; block users; manage notification permission in device settings; decline or withdraw Gemini consent; request account deletion; clear local browser/app data; and manage an Apple subscription through Apple. Some choices limit or prevent features.

To ask about, correct, or request access to information associated with your account, email support@fluenttext.com. We may need to verify your identity. Rights vary by state, and we will honor applicable rights.

9. Children

FluenText is not intended for anyone under 18, and we do not knowingly allow people under 18 to create accounts. If you believe a person under 18 has provided information, contact support@fluenttext.com.

10. Changes to This Policy

We may update this Privacy Policy to reflect changes in law, providers, or the Service. We will post the revised policy with a new effective date and provide additional notice when required. A new AI provider, materially different AI data use, or revised disclosure may require new consent before further AI processing.

11. Contact

Shawn Fenerin, doing business as FluenText Email: support@fluenttext.com