

Family Odyssey (TNSE Trading LLC) Privacy Policy

Version 1.1, December 2024

At Family Odyssey, your privacy is a top priority. This privacy policy outlines your rights regarding your personal data and explains how we collect, use, disclose, transfer, and store your information.

Key Definitions

- **"Family Odyssey," "we," "our," or "us"** refers to TNSE Trading LLC as well as Family Odyssey, the entity responsible for processing your personal data.
 - **"Platform," "website," or "services"** refers to Family Odyssey's website, mobile applications, and other related services.
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Third-Party Websites

Our platform may include links to third-party websites. These links do not imply endorsement, and we encourage you to review their privacy policies, as their practices for handling personal data may differ from ours.

Transparency on an Open Platform

Family Odyssey is a community-driven platform where reviews and certain attributes such as first name, are public. When you write a review, your first name, location, and reviews may be visible to all users of the platform. Businesses can reply to your reviews, and these replies will also be publicly available. Please be mindful of the information you include in your profile and reviews, as it may reveal your identity depending on the details you share and the username you choose.

Personal Data We Collect

Personal data refers to information that identifies you as an individual. When you interact with Family Odyssey by creating an account, writing reviews, or using our services, we may collect:

1. Contact Information

- Name, email address, or other contact details you provide.

2. Device and Location Information

- Your IP address, browser type, language, time zone, and approximate location.

3. Account Details

- Username, password, profile photo, preferred language, and location.

4. Usage Information

- How you interact with our platform, such as pages visited, time spent on the site, features used, and links clicked.

5. Review Data

- Details of the reviews you write, including:
 - The businesses or products reviewed.
 - Review content, star ratings, and any photos or videos provided.
 - Review dates and edits.

6. Engagement Metrics

- How many users have viewed or found your reviews helpful.

7. Business Account Information (if applicable)

- Company name, domain, and other details added to your business profile.

8. Verification Information

- Details and documents provided to verify your account or reviews, such as IDs or order references.

9. Communication Data

- Messages, feedback, and support requests sent to us, including metadata such as timestamps.

10. Information from Other Platforms

- If you connect your Family Odyssey account with social media (e.g., Facebook), we may collect profile information such as your name, email address, and profile photo.

How We Collect Your Data

We collect personal data directly from you when you:

- Create an account.
- Write a review or reply.
- Interact with our platform or marketing emails.

We may also receive data indirectly from:

- Social media platforms, when you connect your profile to Family Odyssey.
- Businesses that invite you to leave a review via our platform.

- Cookies and tracking technologies, which collect data about your device and browsing behavior.
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Who Controls Your Data?

- **Businesses:** If a business invites you to leave a review, they are the data controller for that invitation. Contact them directly for questions about their data practices.
 - **Family Odyssey:** For all other personal data, including data associated with accounts, reviews, or replies, Family Odyssey is the data controller.
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Why We Use Your Data

We process your data for the following purposes:

1. To provide and improve our platform and services.
 2. To verify user accounts and reviews.
 3. To communicate with you, including sending newsletters or responding to your inquiries.
 4. To analyze platform usage and trends.
 5. To comply with legal obligations and enforce our terms of use.
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Data

We may share your data with:

- **Public Users:** Your reviews, username, and location are visible to other users.
 - **Businesses:** Information like order references may be shared with businesses you've reviewed.
 - **Service Providers:** Third-party providers that assist us in operating our platform, subject to data protection agreements.
 - **Regulators:** Government authorities when required by law.
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Account Deletion and Data Removal

If you wish to delete your account and all associated data, you can do so directly from within the app **IF** you do not have any current subscription with Family Odyssey. Please follow these steps:

1. Open the app, tap on the "Menu" item in the tab navigator at the bottom of the screen and tap on "My Profile" icon.
2. Tap on the "Delete My Account" button.

3. Follow the prompts to confirm the deletion of your account. If you have a current subscription with us or an amount due and still choose to delete your user account; please contact us at team@familyodyssey.ai

When you contact us, please include your full name, email address and a brief description of your request.

Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, as described in our privacy policy, or as required by applicable laws. Once your data is deleted, it cannot be recovered. For example:

- Account data is stored as long as your account is active.
 - Review data is retained until you delete your account or request its removal.
 - Data from businesses is kept for three years after their last interaction with the platform.
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How We Protect Your Data

We implement technical and organizational measures to secure your personal data, including regular audits. However, no system is entirely secure, so we recommend caution when sharing sensitive information online.

Cookies and Tracking

We use cookies, pixels, and tracking codes to personalize and improve your experience. For detailed information, please refer to our Cookie Policy.

Camera and Location access

Our App requests access to your device's camera for the following purposes:

- Taking Photos/Videos: To allow you to capture photos or videos for use within the App.

Our App requests access to your device's GPS location for the following purposes:

- Provide you with nearby places of interests so you can interact with the app.
 - May be used for promotional and marketing contents which will only be sent if you consent to it.
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Your Rights

You have the right to:

1. Access, correct, or delete your personal data.
2. Object to or restrict processing.
3. Withdraw consent for data processing where applicable.

To exercise these rights, log into your account or contact us (see “Contact Us” below).

Children’s Privacy

Our platform is not intended for children under 18, and we do not knowingly collect data from them. If you believe a child under 18 has provided data, contact us immediately. All children under 18 who uses our platform must be under the supervision of their legal guardians.

Changes to This Policy

We may update this policy as necessary. Significant changes will be communicated via email or platform notifications. Your continued use of the platform after updates indicates your acceptance of the revised policy.

Contact Us

For questions or concerns about your privacy, contact:

TNSE Trading LLC

Email: tz309806@gmail.com

If we are unable to resolve your issue, you may contact your local data protection authority for further assistance.