E S C A L E

Privacy Policy

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Escale ("we") creates personalised audio stories. This policy describes what data we process, why, on what basis, and your rights.

The English version is the governing version. Any French translation is provided for convenience, subject to any mandatory requirements of applicable law.

WHO WE ARE

Escale is published by Matthieu Deliry, a French sole trader registered under SIREN 107 581 100, acting as data controller.

Postal address: 3 rue de la Sablière, 78220 Viroflay, France. Email: contact@escalestories.com. Telephone: +33 9 77 83 27 18.

DATA WE PROCESS

- Account: your "Sign in with Apple" or "Sign in with Google" identifier and its email address (possibly a relay address if you chose "Hide My Email"). Your first name, provided by Apple or Google, is stored only on your device.

- Creations: your story parameters (genre, length, heroes, loved ones and their first names, place, era, idea, voice, language). They may contain personal data — such as your children's first names — that you freely choose to provide.

- Generated content: the text, audio and PDF book of your stories.

- Purchases: the Apple or Google transaction identifier, the product bought and the consent proof tied to the purchase (see the Terms), to verify payment, prevent duplicates and keep proof of the contract. We never see your payment details.

- Notifications: a technical token if you opt in to be told when a story is ready.

- Reports: the position of a flagged passage and your optional description, to improve quality.

- Support: if you write to us, your message and the technical details attached to it (app version, device model, account identifier, story concerned), so we can answer effectively.

We run no targeted advertising and never sell your data.

WHY WE PROCESS IT — GDPR LEGAL BASES

- Create your account, generate, deliver and keep your stories, and maintain your library: performance of the contract.

- Verify your payments and provide the order confirmation: performance of the contract.

- Keep, after purchase, proof of the transaction and of consents, to establish, exercise or defend our rights: our legitimate interest in retaining contractual evidence.

- Meet our accounting and tax obligations: legal obligation.
- Notify you when a story is ready: your consent, revocable at any time.
- Answer your requests and handle reports: our legitimate interest in providing and improving the service.
- Ensure security and prevent fraud and abuse: our legitimate interest in protecting the service and its users.

UNITED STATES PRIVACY INFORMATION

The following applies to users in the United States, in addition to the rest of this policy.

Categories of personal information we collect: identifiers (your account identifier and email address); commercial information (the stories you purchase and the related transaction identifiers); the content you provide (story parameters, reports and support messages); and technical information needed to run the service (notification token, app version, device model). We do not seek to collect sensitive personal information, precise geolocation or biometric data. Please do not include health information or other sensitive details about anyone in a story's parameters; we do not need them. The purposes for which each category is used, and how long it is kept, are described in the other sections of this policy.

We do not sell your personal information, and we do not share it for cross-context behavioural advertising or use it for targeted advertising. We disclose it only to the companies described in "Where and by whom" — our service providers, which process it on our behalf, and the app store and sign-in provider you use — and to authorities when the law requires it.

Whichever state you live in, you may ask us to access, correct or delete your personal information, or to receive a copy of it, by writing to contact@escalestories.com. We may need to verify your request using the email address linked to your account, and an authorised agent may make a request on your behalf with your written permission. We will not discriminate against you for exercising these rights. If we decline your request, you may ask us to reconsider it by replying to our response.

The app does not track you across third-party apps or websites, and we do not let other companies collect personal information about your online activities over time and across apps or websites through the app. It therefore does not respond to "Do Not Track" or similar signals: there is no such tracking to switch off.

Children: the app is designed to be used by adults and is not directed to children under 13. Account creation, purchases and the entry of story parameters are reserved for adults; children only listen to stories, under an adult's responsibility, and listening does not require a child to provide any personal information. We do not knowingly collect personal information from children under 13. A child's first name included in a story's parameters is provided by the parent or guardian, not collected from the child. If you believe that a child under 13 has provided us with personal information, contact us at contact@escalestories.com and we will delete it.

California residents: we do not disclose personal information to third parties for their own direct marketing purposes.

DATA ABOUT YOUR LOVED ONES

A story's parameters may contain a child's or a loved one's first name. We ask you to give only the first name, never a full name, address, contact details or sensitive data. This information is used only to generate and keep your story. The person concerned can exercise their rights (below) with us; where appropriate it is your responsibility to inform them, and if it is a child, to provide this information as the parent or legal guardian.

WHERE AND BY WHOM

Your data is hosted in the European Union (Supabase database in the Paris region, application servers in Europe). To generate stories, creation parameters are sent to our AI providers, acting as processors: Anthropic (text generation) and Google (narration, review, illustration). Supabase and IONOS (hosting and infrastructure), RevenueCat (technical purchase validation) and Expo (notifications) also act as technical processors, each limited to its function. Apple or Google (payment through the app store (Apple's App Store or Google's Google Play)) and the sign-in providers ("Sign in with Apple", "Sign in with Google") may act as separate controllers for their own services, under their own policies.

TRANSFERS OUTSIDE THE EUROPEAN UNION

Some providers — notably Anthropic, Google and RevenueCat — may process data in the United States. Depending on the provider and service, these transfers rely either on an applicable adequacy decision or on the European Commission's standard contractual clauses, with additional measures where necessary. You may ask us for information or a copy of the applicable safeguards at contact@escalestories.com. We require our processors to process data only to provide their services to Escale and in accordance with the terms of the business offerings we use.

For users in the United States: your personal information is transferred to, stored and processed in France and elsewhere in the European Union, where our systems are hosted, and is subject to the data-protection laws that apply there.

TRACKERS

We use no advertising trackers and run no targeted advertising. Some technical services may use identifiers necessary for purchases, authentication, notifications, security or support to work.

SECURITY

Data is encrypted in transit, server access is restricted and our offsite backups are encrypted. No system is infallible; should an incident affect your data we would inform you as required by law.

HOW LONG

We keep your data for the following periods:

- Account and stories: as long as your account exists.
- Notification token: until you withdraw permission or delete your account.
- Consent and transaction proof tied to a purchase: up to five years after the purchase, to defend our rights.
- Support messages: up to three years after our last exchange.
- Reports: up to two years after they are handled.
- Technical and security logs: up to twelve months.
- Documents required by our accounting and tax obligations: up to ten years.
- Backups: local copies are kept for fourteen days; an encrypted offsite copy is kept for disaster recovery and purged by rotation.

DELETING YOUR ACCOUNT

You can delete a story, or your whole account, at any time in the app (Settings → Delete my account). Deletion erases your account, stories and files from active systems; backups are then purged on their rotation cycle. Some data may be archived separately, with restricted access, where a legal obligation or a dispute justifies it; it is then no longer used to provide the service.

YOUR RIGHTS

You have the rights of access, rectification, erasure, restriction, objection and portability, the right to withdraw your consent at any time (without affecting processing already carried out), and the right to ask for information about the safeguards for transfers outside the EU. Exercise them at contact@escalestories.com or by post at Escale — Matthieu Deliry, 3 rue de la Sablière, 78220 Viroflay, France; we reply within one month. You may also lodge a complaint with the CNIL (cnil.fr), the supervisory authority of Escale's country of establishment. If you reside in the United States, you may also contact the Attorney General's office or the consumer-protection agency of your state, or the Federal Trade Commission (ftc.gov).

You may also provide instructions regarding the retention, deletion and disclosure of your personal data after your death. You may send specific instructions concerning your Escale account and stories to contact@escalestories.com. You may designate a person responsible for carrying out those instructions and specify whether your data may be disclosed to that person. You may amend or revoke these instructions at any time.

CHILDREN

Stories may be intended for children from age 3, but the application, account creation, purchases and parameter entry are reserved for adults. Children may listen to stories under an adult's responsibility.

CHANGES

We will inform you in the app of any substantial change to this policy. The applicable version is the one published in the app.