

MATCHCOPILOT

Privacy Policy

How MatchCopilot collects, uses, shares, protects and deletes personal data

Version	1.1
Effective date	August 4, 2026
Privacy contact	privacy@matchcopilot.app

Plain-language summary

MatchCopilot uses personal data only to operate the service and provide the profile improvement, match analysis and message features a user requests. MatchCopilot does not sell personal data, does not use it for targeted advertising, and does not use AI inputs to train general-purpose AI models.

Company

MatchCopilot LLC
Identification number: 445848897
Legal address: Shalva Nutsubidze Street No. 1, Apartment No. 3, Batumi, Georgia

Full policy online

<https://matchcopilot.app/privacypolicy.pdf>

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Important

MatchCopilot is a dating-support tool, not a dating platform and not a professional, medical, legal, psychological or safety service. AI-generated suggestions may be incomplete or incorrect. Users remain responsible for their own decisions and communications.

1. Who we are and the scope of this policy

MatchCopilot LLC ("MatchCopilot," "we," "us" or "our") operates the MatchCopilot mobile application, website and related support services. MatchCopilot LLC is a limited liability company registered in Georgia under identification number 445848897, with its legal address at Shalva Nutsubidze Street No. 1, Apartment No. 3, Batumi, Georgia.

This Privacy Policy explains what personal data we process, why we process it, how we disclose and protect it, how long we retain it, and the choices and rights available to users. It applies wherever MatchCopilot is offered, unless a separate notice expressly applies.

For privacy purposes, MatchCopilot generally acts as the business or controller that determines why and how personal data is processed. Some service providers may act as processors or service providers on our behalf, while payment platforms may act as independent controllers under their own policies.

2. Who may use MatchCopilot

MatchCopilot is intended only for adults aged 18 or older. You must not use the service if you are under 18. We do not knowingly collect personal data from children. If we learn that a person under 18 has created an account or submitted data, we may suspend the account and delete the data.

3. Personal data we process

The data we process depends on how you use MatchCopilot. We collect data directly from you, automatically from your device and app activity, and from subscription or service providers involved in delivering the service.

3.1 Account and authentication data

- Account email or other account identifier.
- Authentication record used to sign you in and protect your account. We do not store a readable copy of your password.
- Account creation date, account status and recovery information.

3.2 MatchCopilot Profile and preferences

- Profile details you enter, such as age, gender, location, nationality, languages, dating goals, dating style, height, zodiac sign and other optional profile information.
- Partner preferences, boundaries, warning preferences and custom instructions used to personalize results.
- Current or improved dating-profile text that you choose to save.

3.3 Uploaded content

- Dating-profile screenshots, profile photos and related image files.
- Match profiles, screenshots and information you choose to organize or analyze.
- Chat screenshots, copied chat text and messages submitted for analysis or reply generation.
- Text extracted from screenshots by optical character recognition and vision models.

3.4 Analysis results and inferences

- Profile improvement recommendations, bio and prompt suggestions, photo assessments and priority actions.
- Match-analysis results, compatibility indicators, risk or warning indicators, conversation hooks and suggested next steps.
- Chat assessments, message suggestions and other generated outputs.
- Technical confidence scores, extracted attributes and other inferences created solely to provide the requested MatchCopilot feature.

3.5 Subscription and credit data

- Plan, entitlement, renewal or reset dates, remaining credits and feature-usage events.
- Transaction status, product identifier and limited receipt or subscription information received from an app store, payment provider or subscription-management service.
- We generally do not receive or store complete payment-card numbers. Payment providers process payment details under their own policies.

3.6 Device, security and analytics data

- IP address, device and operating-system information, app version, language, time zone and approximate country or region.
- Feature-use events, timestamps, crash information, diagnostic logs and security events.
- Support interactions and privacy requests, including correspondence and verification information.

4. Why we process personal data

We process personal data only for the purposes described below or for a compatible purpose reasonably expected in connection with the service:

- Create and secure accounts, authenticate users and support account recovery.
- Provide OCR, profile improvement, photo assessment, match analysis, chat analysis and text-generation features requested by the user.
- Personalize results using the MatchCopilot Profile, preferences and instructions selected by the user.
- Store user content and previous results so they can be viewed, organized and deleted.
- Administer subscriptions, plans, usage limits, credit resets and entitlements.
- Detect fraud, account abuse, repeated misuse of free plans, unauthorized access and technical attacks.
- Diagnose errors, maintain reliability, measure feature performance and improve the service.
- Answer support and privacy requests, enforce our terms and comply with legal obligations.

We do not use uploaded content to advertise to you, build advertising profiles, sell personal data or make decisions about access to employment, credit, housing, insurance or other services with legal or similarly significant effects.

5. AI processing and automated profiling

5.1 How AI is used

MatchCopilot is an AI-based service. AI processing is required to create new profile, photo, match and message results. When you upload content or start an analysis, you direct MatchCopilot to process the selected content for that feature.

Automated profiling is used only to deliver the MatchCopilot result you request, such as dating-profile improvements, match analysis, prioritization, conversation guidance or text generation. MatchCopilot gives suggestions only. You decide whether and how to use them.

5.2 Model training and temporary provider retention

MatchCopilot configures its AI API use so that submitted content is not used to train or improve general-purpose AI models. The AI models do not maintain a personal memory of your content between independent MatchCopilot requests.

AI service providers may nevertheless process and temporarily retain prompts, responses or related metadata in operational, security or abuse-monitoring logs under their service settings. For example, under OpenAI's standard API settings, such logs may be retained for up to 30 days unless an approved zero-data-retention or modified monitoring control applies. EUrouter provides EU-based routing and configurable retention controls; retention may depend on the selected inference provider and route.

MatchCopilot does not intentionally enable provider features that store a persistent conversation history for users. We use provider settings intended to minimize retention and prevent model training, subject to technical, security and legal exceptions disclosed by the relevant provider.

5.3 No facial recognition or biometric identification

Photo analysis evaluates presentation factors such as whether a face is clear, lighting, framing, expression, image quality and photo variety. MatchCopilot does not use facial recognition to identify people and does not create biometric templates or biometric identifiers.

6. Sensitive data and information about other people

Dating profiles, photos, screenshots and chats can reveal sensitive or private information, including relationship or sexual preferences, racial or ethnic origin, religion, health information, citizenship, precise location or private communications. MatchCopilot processes such information only when it appears in content you choose to submit and only to provide the requested feature, secure the service or comply with law.

You should submit only information that is relevant to the feature and avoid unnecessary sensitive information. Where applicable law requires additional consent to process sensitive personal data, we will request that consent or otherwise limit the processing.

Your uploads may contain personal data about another person. You are responsible for ensuring that you have a lawful basis, authorization or permission to upload and use that content. Do not upload content obtained unlawfully, intimate content shared without permission, or content involving a person under 18.

7. Service providers and disclosures

We disclose personal data only as needed to provide, secure and administer MatchCopilot, or when required by law. We do not sell personal data and do not share it for cross-context behavioral advertising.

7.1 Main service providers

Provider / category	Purpose	Processing location / notes
Supabase	Authentication, database, private file storage, server functions and account lifecycle.	United States or European Union, depending on the selected project region and infrastructure.
OpenAI	AI text and vision processing for selected MatchCopilot features.	Primarily United States; regional controls may apply to eligible projects. API inputs are not used for model training by default; standard security logs may be retained temporarily.
EUrouter and selected EU-hosted inference providers	Routing and processing of certain non-OpenAI AI requests through European infrastructure.	European Union. Retention controls depend on the selected provider and route.
PostHog	Product analytics, feature-use measurement, error tracking and service improvement.	United States or European Union cloud region, depending on configuration. Analytics are not used for targeted advertising.
App stores, payment and subscription providers	Subscription purchase, payment processing, receipts, entitlement status and plan administration. Depending on platform, this may include Apple, Google Play, Paddle or a subscription-management provider.	According to the provider and user location. These providers may act under their own privacy policies.
Email and support providers	Deliver support, security and privacy-request communications.	According to the selected provider and message routing.

The provider list reflects the main categories used as of the effective date. We may replace or add providers as the service evolves. We will update this policy when a material change affects how personal data is processed.

7.2 Other permitted disclosures

We may also disclose personal data:

- To professional advisers, auditors or contractors that are bound by confidentiality and need the data for a legitimate service purpose.

- To comply with a valid legal request, court order or regulatory obligation, or to protect the rights, safety and security of users, MatchCopilot or others.
- In connection with a merger, financing, acquisition, reorganization, sale of assets or similar transaction, subject to appropriate confidentiality and notice where required.
- At your direction or with your consent.

8. Where data is processed

MatchCopilot data may be processed in the United States and the European Union. MatchCopilot LLC may also access limited data from Georgia for administration, support, security and legal compliance.

Processing locations depend on the feature, provider, selected cloud region and user location.

Privacy laws may differ between these locations. We use contractual, technical and organizational measures intended to protect data when it is processed across borders. Certain provider system data, usage metadata, support information or security logs may be processed outside the primary storage region.

9. Retention, deactivation and deletion

We keep personal data only for as long as needed for the purpose for which it was collected, to operate and secure the service, to comply with law, or to resolve disputes. The main retention rules are below.

Data category	Purpose	Retention
Profile, preferences and saved dating-profile text	Personalization and requested analyses	Until you delete the relevant data or deactivate your account.
Photos, screenshots and extracted text	OCR, photo assessment and requested analyses	Until you delete them or deactivate your account.
Matches, chats and AI analysis results	Organization, review and requested MatchCopilot features	Until you delete them or deactivate your account.
Account email/identifier, authentication record, plan, reset dates and credit usage	Login, recovery, security, subscription integrity and prevention of repeated misuse of free plans	During the active account and for up to 30 days after deactivation.
OpenAI API security or abuse-monitoring logs	Provider security and policy enforcement	Under standard settings, up to 30 days, unless a zero-retention control applies or longer retention is legally required.
Technical and security logs	Security, fraud prevention and troubleshooting	For the shortest period reasonably necessary for the event and configured provider settings; longer only when needed to investigate an incident, enforce rights or comply with law.
Product analytics	Understand feature performance and improve the service	Until no longer reasonably needed for these purposes, or until deleted, aggregated or de-identified under configured provider settings.
Support and privacy-request correspondence	Respond to requests and demonstrate compliance	For as long as reasonably needed to resolve the request and meet legal, dispute-resolution or recordkeeping obligations.
Payment and accounting records	Subscription administration, tax and accounting compliance	For the period required by the payment provider or applicable tax and accounting law.

9.1 What happens when you deactivate your account

When you deactivate your account, MatchCopilot deletes your Profile content, preferences, uploaded photos and screenshots, extracted text, matches, chats and analysis results from active user-facing systems immediately. This deleted content is not restored if you reactivate the account.

For a recovery period of up to 30 days, we keep only the limited account email or identifier, authentication record, subscription plan and reset dates, remaining credits and credit-usage records. We use this limited record for account recovery, security, subscription integrity and prevention of repeated misuse of free plans. After 30 days, the remaining account record is deleted unless a longer period is required by law.

Deleted information may remain temporarily in encrypted backups or provider recovery systems until those backups are overwritten under normal retention cycles. Backup copies are not used for ordinary product purposes and are protected from routine access.

10. Security

We use reasonable technical and organizational safeguards designed to protect personal data. These may include authenticated access, private storage, access-control rules, encryption in transit, restricted administrative access, logging, monitoring and account lifecycle controls.

No system is completely secure. You are responsible for protecting your device, account credentials and access to your email. Please contact us promptly if you believe your account or data has been compromised.

11. Privacy rights and requests

Subject to applicable law and appropriate verification, you may request that MatchCopilot:

- Confirm whether we process your personal data and provide access to it.
- Correct inaccurate personal data.
- Delete personal data, subject to limited legal and security exceptions.
- Provide a portable electronic copy of personal data you provided or that is associated with your account, where technically feasible.
- Explain whether automated profiling is used and the purpose of that profiling.
- Withdraw permission for future processing of sensitive data where consent is the applicable basis. Because AI processing is essential to the core features, withdrawal may prevent you from creating new analyses or suggestions.
- Appeal a decision denying a privacy request where applicable law provides an appeal right.

How to submit a request. Email privacy@matchcopilot.app from the email address connected to your MatchCopilot account. State the right you want to exercise and provide enough information for us to identify the account and understand the request.

We may verify that you control the relevant account before disclosing, correcting, exporting or deleting data. We may deny or limit a request where permitted by law, including where it would disclose another person's data, compromise security, reveal trade secrets, conflict with legal obligations or be manifestly unfounded or excessive. We will explain a denial and provide appeal instructions where required.

You may use an authorized agent where applicable law permits. We may require proof of the agent's authority and may ask you to confirm the request directly. We do not discriminate against users for exercising privacy rights, although deleting data or withdrawing required processing may make some features unavailable.

12. Additional U.S. privacy disclosures

12.1 No sale, sharing or targeted advertising

MatchCopilot does not sell personal data for money or other valuable consideration. MatchCopilot does not share personal data for cross-context behavioral advertising and does not use personal data for targeted advertising. Because we do not engage in these practices, no separate opt-out action is required for the current service. If this changes, we will update this policy and provide any legally required choice mechanism before beginning the practice.

12.2 Profiling

MatchCopilot uses automated analysis only to provide the profile improvement, photo assessment, match analysis, prioritization and message results requested by a user. This profiling is not used to make decisions that produce legal or similarly significant effects. Users may request information about this processing by contacting privacy@matchcopilot.app.

12.3 Sensitive personal information

We use sensitive information only to provide the feature requested by the user, protect the service, respond to legal obligations or for another purpose permitted by law. We do not use sensitive information to infer characteristics for advertising, and we do not sell or share sensitive information for cross-context behavioral advertising.

12.4 California notice at collection

During the preceding 12 months, MatchCopilot may collect the following categories of personal information, depending on user activity:

Category	Examples	Business purpose
Identifiers	Email, account ID, IP address and authentication information.	Account operation, security, support and legal compliance.
Commercial information	Subscription plan, purchase status, product identifier, reset dates and credits.	Subscription and entitlement administration.
Internet or electronic activity	App activity, feature-use events, device information, logs and diagnostics.	Security, troubleshooting, analytics and improvement.
Geolocation information	User-entered location and approximate region derived from network or device information.	Personalization, fraud prevention and regional operation.
Audio, electronic, visual or similar information	Photos, screenshots, chat text and other uploaded content.	OCR and requested profile, match, photo and chat features.
Inferences	AI-generated profile, compatibility, priority, risk, conversation and message results.	Provide requested MatchCopilot guidance.
Sensitive personal information	Information voluntarily included in dating content that may reveal private life, sexual orientation or preferences, religion, ethnicity, health, citizenship or precise location.	Only to provide the requested feature, protect the service or comply with law.

These categories are collected from users, their devices and service providers. They may be disclosed to the service-provider categories described in Section 7 for business purposes. MatchCopilot does not sell these categories and does not share them for cross-context behavioral advertising.

13. Children

MatchCopilot is not directed to children and is available only to adults aged 18 or older. We do not knowingly sell or share the personal data of anyone under 18. If you believe a person under 18 has provided data to MatchCopilot, contact privacy@matchcopilot.app so we can investigate and delete it as appropriate.

14. Third-party services

MatchCopilot may contain links to app stores, payment services, websites or other third-party services. Their privacy practices are governed by their own notices. MatchCopilot is not responsible for the privacy or security practices of third parties that you access independently.

15. Changes to this policy

We may update this Privacy Policy to reflect changes in the service, providers, laws or business practices. The current version will be posted at <https://matchcopilot.app/privacypolicy.pdf> and identified by its effective date and version number. We will provide additional notice in the app or by email when a change is material or when law requires it.

16. Contact us

Privacy requests and questions: privacy@matchcopilot.app

Company	MatchCopilot LLC
Identification number	445848897
Legal address	Shalva Nutsubidze Street No. 1, Apartment No. 3, Batumi, Georgia
Privacy email	privacy@matchcopilot.app

When contacting us, please do not send passwords, full payment-card information or unnecessary sensitive personal data.