Privacy Policy

Effective date: December 12, 2025

App : Dokkup

Company: Dokkup Sàrl (« Dokkup », « we », « us » or « our »)

This Privacy Policy explains how we collect, use, and protect your information when you use the Dokkup mobile application (the "Application"), available on the Google Play Store and the Apple App Store, in accordance with the Swiss Federal Act on Data Protection (nFADP) in force in Switzerland and, where applicable, the General Data Protection Regulation (GDPR) of the European Union. Where required by local legislation, this policy also applies in accordance with the applicable data protection laws of the user's country of residence.

By using the Application, you agree to this Privacy Policy.

1. INFORMATION WE COLLECT

When using the dokkup application, certain data may be collected in a limited manner and strictly necessary for the operation of the service. This data is categorized as follows:

- **Personal data.** We collect information that you voluntarily provide, in particular when creating an account, subscribing to a plan, or contacting us. This mainly includes: name, email address, password, phone number (where applicable), and any other information you choose to share with us.

- **Technical data.** In order to ensure the security, compatibility, and proper functioning of the application, certain technical information may be processed, such as: device type, operating system and version, application version, technical device identifier (e.g. a non-advertising system identifier used solely for technical and security purposes and never for advertising tracking), IP address (collected temporarily and solely for security purposes), device language, and time zone.

- **Data related to content organization.** To enable the operation of the application, in particular the management of folder structures and the prevention of duplicates, dokkup may process: names of worlds, folders, and subfolders, as well as certain metadata associated with files (e.g. file path or structure).

  Important: dokkup never collects, stores, or accesses the content of the files themselves.

- **Usage data.** Anonymous usage information may be collected to improve the stability and quality of the application, including: frequency of use, interactions with the interface, technical errors, or crash reports.

- **Access to device features.** With your explicit authorization, dokkup may access certain features of your device solely to provide the requested services:

- **Camera:** to allow document capture,

- o **Files / Photos:** to allow the import or saving of content,
- o **Contacts / Calendar:** to allow the import of contacts,
- o **Cloud storage:** for backups via your personal cloud (iCloud or Google Drive). **Important:** dokkup does not collect any geolocation data, does not use data for advertising purposes, and does not perform any commercial profiling.

2. HOW WE USE YOUR INFORMATION

We use the collected information to:

- Create and manage your user account
- To back up and synchronize metadata and files via the user's personal cloud, when this option is enabled.
- Provide, maintain, and improve the app's core features
- Respond to your support requests
- Ensure the proper technical functioning of the app
- Improve the app quality through technical analysis
- Ensure security and prevent fraud
- Comply with our legal obligations

3. INFORMATION SHARING

We do not sell, rent, or share your personal data with third parties for marketing purposes. Your data is never sold to third parties. We may share your data with:

- Trusted service providers who help us operate the Application (e.g. crash reporting services).
- Law enforcement or government agencies when required by law
- In the event of a business transfer or merger, subject to confidentiality agreements

All providers are required to adhere to strict confidentiality standards.

4. DEVICE PERMISSIONS

Depending on features used, the app may request the following permissions:

- Camera access (to take photos within the app)
- Internet access (to sync your data via the cloud and connect to your account)
- File or local storage access (to import and save content within the app)
- Address book (to enable importing contacts)

You can manage these permissions at any time through your device settings.

5. DATA BACKUP AND HOSTING

We collect and store metadata related to documents, such as file name, document categories, creation date, modification details, and associated tags. We do not store or retain the actual document files scanned through the application.

Actual scanned files are stored directly in the user's own connected cloud storage account (e.g., iCloud, Google Drive). We do not access, view, download, or store these files on our servers. This is how it is treated in case of of those user's who are utilizing Cloud Storage Capability. In case of users who have preferred their account as Local storage then their files are stored on their device itself.

When user's are exporting their backup and / or specific world for themselves at that time it is temporarily stored on the cloud storage (https://www.infomaniak.com). It is getting deleted after 7 days of retention period and it is user's responsibility to download that using the email received on their registered / entered email address.

We back up only the metadata stored in our database for operational continuity. These backups do **not** include any user documents or files located in cloud storage accounts (in case of user who preferred cloud storage as their preference). and locally stored on their devices (in case of user who preferred local storage as their preference).

6. THIRD-PARTY SERVICES

Our app may integrate third-party services, depending on your configurations, such as:

- Crash reporting tool only (incident reports).
- Google Drive for Cloud Storage on User's Google Account (in case of Cloud Enabled Services)
- iCloud for Cloud Storage on User's Apple iCloud Account (in case of Cloud Eanbled Services)

These services may collect data in accordance with their own privacy policies.

Some third-party services may involve the processing of data outside the user's country of residence. In such cases, these transfers are carried out in accordance with applicable legal safeguards, in particular through the use of appropriate contractual clauses or recognized protection frameworks.

7. DATA SECURITY

We implement appropriate technical and organizational measures to protect your data from unauthorized access, alteration, or destruction. However, no system can be 100% secure, and we cannot guarantee absolute security.

8. DATA RETENTION

The user may at any time use the "Delete my account" feature available in the mobile application.

This action results in the permanent deletion of all data associated with the account, including:

- documents and files,

- worlds, folders, and subfolders,

- personal profile information,

- and any other data related to the use of the application.

These data are deleted from the user's devices as well as from any associated storage space (local storage or personal cloud) and cannot be recovered after deletion.

However, for strictly technical, legal, and security purposes (prevention of abuse, compliance with legal obligations, minimal traceability), certain limited account-related information may be retained after deletion in a minimized form and marked with a "Soft Deleted" status. This residual information is strictly limited to anonymized technical identifiers necessary for abuse prevention and legal compliance.

This information contains no documents, no personal content, and is no longer accessible, visible, or usable, either by the user or by dokkup.

No deleted data is reused, processed for commercial purposes, or used for profiling.

Account deletion is irreversible: even if a new account is later created using the same email address, no previous backup can be restored, in order to ensure the highest level of security and confidentiality.

9. YOUR RIGHTS

Depending on your place of residence, you may have rights under applicable privacy laws, including:

- Accessing the personal information, we hold about you

- Requesting correction or deletion of your data

- Objecting to or restricting certain types of processing

To exercise any of these rights, please contact us using the details below. We undertake to respond to any request within a reasonable timeframe and in accordance with applicable legal requirements.

As a user residing in Switzerland, in accordance with the Swiss Federal Act on Data Protection (FADP), you have the following rights:

o Right of access to your personal data
o Right to rectification in the event of errors
o Right to deletion of your data
o Right to object to or restrict certain processing activities

To exercise your rights, please contact us using the details below.

You also have the right to lodge a complaint with:

The Federal Data Protection and Information Commissioner (FDPIC)

- Website: https://www.edoeb.admin.ch
- Address: Feldeggweg 1, 3003 Bern, Switzerland

10. CHILDREN'S PRIVACY

The application is not intended for children under the age of 13. Minors may use the application only under the responsibility and with the explicit consent of a legal guardian. Subscription to a paid plan is reserved for adults in accordance with applicable law.

We do not knowingly collect personal information from children. If you believe that we have inadvertently collected information from a child, please contact us.

11. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. When we do, we will update the "Effective Date" at the top of this page. We encourage you to review this policy regularly.

12. CONTACT US

If you have any questions about this Privacy Policy or if you wish to make a request regarding your data, please contact us at:

Email: support@dokkup.app

Dokkup Sàrl

Place Bel-Air 2

1003 Lausanne. Switzerland

Website: www.dokkup.app

If you are a resident of Switzerland, you have specific rights under the Federal Act on Data Protection (FADP), including the right to access, correct, delete, or restrict the use of your personal data. You may also object to certain types of processing.

If you believe your data has been handled unlawfully, you have the right to contact the Swiss Federal Data Protection and Information Commissioner (FDPIC):

- Website: https://www.edoeb.admin.ch
- Address: Feldeggweg 1, CH-3003 Bern, Switzerland

OFFICIAL TRANSLATION

Official English Translation — In case of discrepancies, the original French text shall prevail.