

PRIVACY POLICY

m2u.app & Chatbot Service

1. Introduction

This Privacy Policy applies to the use of the m2u.app website and its associated automated chatbot services operated on third-party platforms, including Messenger, and future integrations with WhatsApp and WeChat (collectively, the "Chatbot"). m2u.app is committed to global data protection standards, following the principle of "data minimization" by processing only the information essential for providing our services.

2. Global Compliance (Jurisdictions)

As our services are accessible worldwide, our data processing practices are aligned with the following major regulations:

- Europe and United Kingdom: General Data Protection Regulation (EU GDPR and UK GDPR).
- United States: In compliance with federal and state privacy laws, including the California Consumer Privacy Act (CCPA / CPRA).
- Asia: Compliance with Singapore's PDPA, China's PIPL, and other relevant Asian data protection frameworks.

3. Data Collection and Purposes

By using the Chatbot, we process the following data:

- Platform Identifier and Basic Info: First name and unique user ID received via Meta (Messenger), WhatsApp, or WeChat to provide personalized communication.
- Partner Identifiers (DreamTrips): If you are a registered user of dreamtrips.com, we process your username and internal ID for synchronization and membership verification purposes.
- Referral Data: The system tracks invitation chains. A referrer can see the name and social profile of the person they invited, provided the invitee explicitly consents within the Chatbot.
- Anonymous Statistics: Clicks on referral links, country of origin, and language settings are logged exclusively in an aggregated, anonymous format for the referrer's statistics.
- Credits and Payments: We maintain records of credit balances (purchased or gifted).

4. Third-Party Service Providers and Data Transfer

- Meta Platforms / WeChat: These provide the technical infrastructure for the Chatbot.
- Stripe: All credit card payments are processed by Stripe. m2u.app does not access or store credit card details; all transactions are handled at the highest security level (PCI-DSS).
- DreamTrips.com: An independent third-party service provider and partner. Data transfer is strictly limited to user identification and membership verification under a sub-contracting agreement.
- Social Media: By following our Facebook page, your profile becomes visible to us according to Meta's platform rules.

5. Legal Basis for Processing

Data processing is based on your explicit consent (by starting the Chatbot and opting into notifications), the performance of a contract (purchase of credits), and our legitimate interest in maintaining a secure and functional system.

6. Referral System Functionality

The Chatbot generates unique referral links. If an invited person clicks on the m2u.app website and approves the notification within the Chatbot, the referrer receives an instant message with the invitee's profile. This information remains accessible to the referrer for community-building purposes.

7. Data Security and International Transfers

Data is stored on secure servers. In cases of international data transfers (e.g., to servers outside the EU/EEA), we ensure an adequate level of protection through Standard Contractual Clauses (SCCs) or other recognized legal mechanisms.

8. Your Global Rights

Regardless of your location, we guarantee your right to access, rectify, or delete your data ("right to be forgotten"), as well as the right to object to data processing.

9. Contact and Redress

For any questions, data requests, or complaints, please contact us at: gdpr@m2u.app