

FATE MATRIX

Privacy Policy

How Fate Matrix handles personal data

Effective: 3 August 2026

App ID: enjapps.destinymatrix

Support: support@fate-matrix.org

English official publication copy

Privacy Policy

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This Privacy Policy applies to the Fate Matrix mobile application for iOS and Android, bundle/package identifier enjapps.destinymatrix, and related backend services. The app is operated by the developer identified in its Apple App Store or Google Play listing (the "Operator", "we", "us").

1. Scope and roles

Fate Matrix is the controller of data processed to operate the app. Apple, Google, external AI service providers and infrastructure providers may act as independent controllers or processors for their own services under their respective terms. This policy does not govern third-party websites or store accounts.

2. Data we process

Guest profile data: a randomly generated installation identifier stored securely on the device; the server receives and stores only its SHA-256 hash and creates a private guest account.

Account data: name, email address, password hash, optional date of birth, account creation date, and Google or Apple identity subject and verified email when social sign-in is used.

Matrix data: names and dates of birth entered for personal, couple, child, finance or personal-brand calculations, calculated results, saved readings and favorite arcana.

AI data: questions, conversation history, the selected matrix context, generated answers, model and usage metadata, and a pseudonymous safety identifier. The account email is not included in the AI prompt.

Purchase data: store provider, product identifier, transaction or purchase reference, subscription status, verification environment and expiration date. We do not receive full payment-card details.

Technical and security data: IP address and request/device information that may be processed in transit or short-lived service logs to deliver the service, prevent abuse, diagnose failures and protect accounts.

Local preferences: language and theme settings stored on the device. The access token and installation identifier are stored using platform secure storage.

3. Data we do not intentionally collect

The current app does not use third-party advertising SDKs, does not sell personal data, and does not intentionally collect precise location, contacts, photos, microphone recordings, health data or advertising identifiers. PDF reports are generated on the user's device unless the user chooses to share them through the operating system.

4. Why we use data

To create and maintain guest and linked accounts, authenticate users and restore access.

To calculate, save, synchronize and export matrix reports requested by the user.

To provide AI conversations, enforce weekly limits and improve safety and reliability.

To verify subscriptions, restore purchases and prevent a purchase from being linked to multiple profiles.

To answer support, deletion and rights requests and comply with law or valid legal process.

5. Legal bases

Depending on the user's location, processing is based on performance of the service contract, legitimate interests in security and service operation, consent where required, and compliance with legal obligations. A user may withdraw consent where consent is the basis, without affecting earlier lawful processing.

6. AI and third-party services

When a user asks the AI assistant a question, the question, recent chat history and relevant matrix context are transmitted securely to a third-party AI service provider through an API. Requests are configured with provider-side response storage disabled where supported, but the provider may process or temporarily retain API data for security and abuse prevention under its applicable terms. Google and Apple process sign-in and store-purchase data. Hosting and network providers process data only as needed to deliver the service. A current list of material service-provider categories is available from support@fate-matrix.org.

7. Sharing and disclosure

We do not sell or rent personal data. Data may be disclosed to service providers described above, to professional advisers bound by confidentiality, in a business reorganization subject to appropriate safeguards, or when required to protect users, enforce rights or comply with law.

8. Retention

Account, matrix, favorite and AI-conversation data is kept while the account exists or until the user deletes individual items.

Deleting an account removes the active account record and associated application data through database cascading deletion.

Subscription references or limited transaction evidence may be retained where necessary for fraud prevention, accounting, dispute handling or legal obligations.

Residual copies may remain temporarily in security backups or provider logs and are removed or overwritten under the applicable backup cycle, normally within 30 days unless law requires longer retention.

9. Account and data deletion

Use Profile > Delete account and data where that control is displayed. For a guest profile, or if the control is unavailable, send an external request to support@fate-matrix.org with the subject "Account deletion request". We may request proportionate verification. Deleting an account does not automatically cancel an Apple or Google subscription; cancellation must be completed in the relevant store.

10. Children and third-party data

The service is not directed to children under 16. A parent or legal guardian may create a child matrix and must have authority to provide the child's data. Users must also have a lawful basis and appropriate permission before entering a partner's or any other person's name and date of birth. Do not enter sensitive information in AI questions.

11. Security

We use transport encryption, hashed passwords, signed access tokens, secure device storage, database access controls and purchase verification. No system is completely secure, and users should protect their devices and credentials.

12. International transfers

Service providers may process data in countries other than the user's country. Where required, we rely on provider safeguards, contractual measures or other lawful transfer mechanisms.

13. User rights

Depending on applicable law, users may request access, correction, deletion, restriction, portability or objection, and may complain to a competent data-protection authority. Requests should be sent to support@fate-matrix.org. We may verify identity and respond within the period required by law.

14. Changes and contact

We may update this policy when the service, law or providers change. Material updates will be indicated by a new effective date and, where required, an in-app notice. Privacy and support contact: support@fate-matrix.org.

FATE MATRIX

Terms of Use and End User Licence

Rules for using Fate Matrix

Effective: 3 August 2026

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Support: support@fate-matrix.org

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These Terms govern use of Fate Matrix. By using the app, creating or receiving a guest account, linking a sign-in method or purchasing a subscription, the user agrees to these Terms and the Privacy Policy. Mandatory consumer rights remain unaffected.

1. Service purpose

Fate Matrix is a digital self-reflection and entertainment tool. It performs deterministic calculations from dates entered by the user, presents symbolic interpretations based on a 22-archetype editorial method, and offers AI-assisted reflective questions. The service does not claim supernatural powers and is not fortune-telling, divination, prophecy or a factual prediction of future events.

2. Eligibility and authority

The service is intended for users aged 16 or older. A minor may use it only with permission of a parent or guardian where lawful. A user entering data about a partner, child or another person confirms that they have a lawful basis and appropriate permission to do so.

3. Accounts

A private guest account is created automatically to make the core service available without mandatory registration. Users may later link email, Google or Apple. Users are responsible for device security and credentials. Account transfer, impersonation, automated access and attempts to link another person's purchase are prohibited.

4. Permitted use

We grant a personal, limited, revocable, non-exclusive and non-transferable licence to use the app on devices the user owns or controls, subject to store usage rules. Users may export their own reports for personal use. They may not scrape the content, resell reports as professional advice, reverse engineer the app except where law permits, bypass quotas, attack the service or use it unlawfully.

5. AI acceptable-use rules

Do not submit unlawful, abusive, hateful, sexually exploitative, self-harm-promoting, fraudulent, privacy-invasive or dangerous requests.

Do not enter passwords, payment-card data, medical records or other unnecessary sensitive information.

AI answers may be inaccurate, incomplete or inappropriate. Report a problematic answer to support@fate-matrix.org.

We may filter, refuse or remove requests or suspend access when needed for safety, law or platform policy.

6. No professional advice and no prediction

Matrix text and AI answers are general prompts for reflection. They are not medical, mental-health, emergency, legal, financial, investment, tax, employment or relationship-safety advice. They do not diagnose a person, determine compatibility, reveal hidden facts, guarantee an outcome or predict the future. Important decisions should be based on verified information and qualified professionals.

7. Subscriptions

Fate Matrix may offer weekly and yearly auto-renewable subscriptions through Apple App Store or Google Play. The purchase screen shows the current localized price, billing period, benefits and renewal terms before purchase. Current benefits include up to 15 AI questions and 10 matrix calculations per weekly quota period, subject to technical and fair-use limits. Unused weekly allowances do not carry over unless the app expressly says otherwise.

8. Billing, cancellation and refunds

Apple or Google processes payment, renewal, cancellation and refund eligibility under the store account and applicable law. Deleting the Fate Matrix account or app does not cancel a subscription. Users must cancel through the relevant store. The separate Subscription, Cancellation and Refund Policy forms part of these Terms.

9. Intellectual property

The app, design, code, editorial content, illustrations, branding and selection and arrangement of materials are owned by or licensed to the Operator and protected by law. User-provided names, questions and personal data remain the user's data. Subject to these Terms, the user owns the copy of a generated personal PDF they export, while underlying templates and editorial content remain protected.

10. Third-party services

The app relies on Apple, Google, external AI service providers and hosting/network providers. Their own terms and policies may apply. For the iOS version, Apple's Standard Licensed Application End User License Agreement applies to the extent required and these Terms supplement it:

<https://www.apple.com/legal/internet-services/itunes/dev/stdeula/>

11. Availability and changes

The service is provided on an as-available basis. Features, limits and content may change for safety, technical, legal or product reasons. We aim to avoid materially reducing paid recurring value during an active billing period, subject to outages and circumstances outside reasonable control.

12. Disclaimer of warranties

To the maximum extent permitted by law, the service is provided "as is" and "as available" without warranties of accuracy, fitness for a particular purpose, uninterrupted operation, compatibility or any particular personal, emotional, relationship or financial result. Nothing excludes warranties that cannot lawfully be excluded.

13. Limitation of liability

To the maximum extent permitted by law, the Operator is not liable for indirect, incidental, special, consequential or punitive loss, loss of profit, data, opportunity or reputation, or decisions made in reliance on symbolic or AI content. Where liability cannot be excluded, aggregate liability is limited to the greater of the amount paid by the user for the service during the preceding 12 months or USD 50. This limit does not apply to fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence, or any liability that mandatory law prohibits limiting.

14. Suspension and termination

Users may stop using the service and delete their account at any time. We may suspend or terminate access for serious or repeated violations, fraud, security threats or legal requirements. Termination does not remove accrued payment obligations or mandatory consumer rights.

15. Changes, law and contact

Updated Terms will show a new effective date and material changes may be notified in-app. Applicable mandatory consumer and data-protection laws govern regardless of any contractual choice. If a provision is unenforceable, the remaining provisions continue. Contact: support@fate-matrix.org.

FATE MATRIX

Subscription, Cancellation and Refund Policy

Weekly and yearly plans purchased through Apple or Google

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This policy explains Fate Matrix subscription benefits, renewal, cancellation and refund routing. Store terms and mandatory consumer law control where they provide greater rights.

1. Plans and recurring value

Weekly Premium: reference price USD 5.99 per week.

Yearly Premium: reference price USD 49.99 per year.

The exact localized price, tax and currency displayed by Apple App Store or Google Play at checkout is controlling.

Premium currently renews a weekly allowance of up to 15 AI questions and 10 matrix calculations and enables branded PDF export. Allowances reset on the server's weekly period and do not accumulate.

Compared with 52 separate weekly periods at the reference price, the yearly reference price is approximately 84% lower. This comparison is informational and may vary with local pricing.

2. Automatic renewal

Subscriptions automatically renew through the selected store unless cancelled before the store's renewal deadline. The store charges the payment method connected to the user's Apple or Google account and controls taxes, billing notices, grace periods and retry rules.

3. How to cancel

Apple: open Settings > Apple Account > Subscriptions > Fate Matrix > Cancel Subscription, or visit <https://apps.apple.com/account/subscriptions>. Google Play: open Google Play > profile > Payments & subscriptions > Subscriptions > Fate Matrix > Cancel, or visit <https://play.google.com/store/account/subscriptions>. Access normally continues until the end of the paid period unless the store or applicable law provides otherwise.

4. Refunds

Payments are processed by Apple or Google. Refund eligibility and decisions are generally handled by the store under its rules and applicable law. Apple requests: <https://reportaproblem.apple.com/>. Google Play help: <https://support.google.com/googleplay/answer/15574908>. Fate Matrix support can help identify the product and transaction but cannot guarantee or override a store refund decision.

5. Technical failure

If an AI request fails before a successful answer, the app is designed to return the consumed AI allowance. If a paid feature remains unavailable after reasonable troubleshooting, contact support@fate-matrix.org with the platform, approximate purchase date and non-sensitive transaction reference. Do not email passwords or full payment details.

6. Account deletion

Deleting the app or Fate Matrix account does not cancel an active subscription. Cancel the subscription in Apple or Google first. Account deletion may remove the local link to entitlement history, while the store subscription can continue until cancelled.

7. Consumer rights and changes

Nothing in this policy limits non-waivable refund, cancellation or conformity rights under applicable consumer law. Material changes apply prospectively and will be reflected by a new effective date. Contact: support@fate-matrix.org.

FATE MATRIX

Account and Data Deletion Policy

Deletion for guest, email, Google and Apple-linked profiles

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Account and Data Deletion Policy

Deletion for guest, email, Google and Apple-linked profiles

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Every Fate Matrix installation receives a private guest account. Guest accounts and linked accounts can be permanently deleted together with associated app data.

1. Delete inside the app

Where the deletion control is displayed, open Fate Matrix > Profile > Delete account and data. Review the warning and confirm permanent deletion. The request removes the current account and associated readings, favorites, AI conversations, messages, quotas, identity links and subscription-link metadata from the active application database. The app then creates a new empty guest profile so it can continue to open without mandatory registration.

2. Request deletion from the website

If the app is unavailable, send an email to support@fate-matrix.org with subject "Account deletion request". Include the account email, sign-in provider and platform, but never send a password, Apple/Google token or full receipt. We may ask for proportionate verification and will confirm completion. Target completion is without undue delay and normally within 30 days.

3. Guest accounts

A guest profile may not have a real email address. Send the deletion request from the original installation when possible and include the platform and approximate creation date. Do not send passwords or access tokens. If the device is unavailable and the guest account was never linked, support may be unable to identify it without the private installation credential; inaccessible orphaned guest records are handled under the service retention process.

4. What may be retained

Limited records may be retained only where reasonably necessary for fraud prevention, transaction disputes, security, accounting or legal obligations. Residual encrypted backups and provider logs may remain temporarily and are normally overwritten within 30 days. Retained records are isolated from ordinary product use.

5. Subscriptions are separate

Account deletion does not cancel Apple or Google billing. Cancel first at <https://apps.apple.com/account/subscriptions> or <https://play.google.com/store/account/subscriptions>. Immediate account deletion remains available even when a subscription is active.

6. Individual items

Users may delete a saved matrix or AI conversation without deleting the entire account. Changing or unlinking a sign-in method is not the same as deleting the account.

7. Contact

Deletion and privacy requests: support@fate-matrix.org. Include only the minimum information needed to locate and verify the account.

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AI and Self-Reflection Disclaimer

Fate Matrix is not fortune-telling and does not predict the future

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AI and Self-Reflection Disclaimer

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Read this notice before relying on any matrix interpretation, daily prompt, compatibility text or AI-generated answer.

1. What the service is

Fate Matrix is an entertainment and self-reflection product. Its calculations map user-entered dates to a fixed symbolic system of 22 editorial archetypes. The resulting text is a creative interpretive framework intended to help users formulate questions, notice patterns and consider possible actions.

2. What the service is not

Fate Matrix is not fortune-telling, divination, astrology, prophecy, clairvoyance, spiritual certification or a scientific test. It does not access hidden knowledge, determine destiny, read another person's mind, verify compatibility as fact, or predict events, lifespan, health, pregnancy, wealth, loss, success or relationship outcomes.

3. AI limitations

AI answers are generated probabilistically from the user's question and selected matrix context. They may be incorrect, biased, incomplete, repetitive or unsuitable. A fluent answer is not proof of truth. AI does not know the user beyond the provided context and does not independently verify facts.

4. No professional or emergency advice

The service does not replace a doctor, mental-health professional, emergency service, lawyer, financial adviser, tax adviser, safeguarding professional or qualified relationship counsellor. Never delay care or professional help because of app content. In an emergency, contact local emergency services. For self-harm, violence, abuse or immediate danger, seek qualified help and a safe person now.

5. Decisions remain with the user

Do not make significant medical, legal, financial, employment, educational, parenting, safety or relationship decisions solely from Fate Matrix. Verify facts, consider alternatives and consult qualified professionals. Users remain responsible for their decisions and for how they share exported reports.

6. Children and other people

A child matrix is a reflective aid for a parent or guardian and must not be used to label, diagnose, limit or pressure a child. Compatibility text must not be used to justify control, discrimination, surveillance, abuse or remaining in an unsafe relationship.

7. Reporting unsafe content

Report an offensive, dangerous or seriously incorrect AI answer to support@fate-matrix.org. Do not include unnecessary sensitive data. Reports may be used to improve filters, moderation and safety.

8. Limitation

To the maximum extent permitted by law, the Operator does not guarantee the accuracy or outcome of symbolic or AI content and is not responsible for decisions made in reliance on it. Mandatory consumer protections and liability that cannot lawfully be excluded remain unaffected.