Privacy Policy

Effective Date: May 3, 2025
 Last Updated: May 3, 2025

Welcome to **MockTalk**, a service operated by a sole proprietor registered in Spain. Your privacy is important to us, and this Privacy Policy outlines how we collect, use, store, and protect your personal information.

1. Information We Collect

When you create an account or interact with MockTalk, we collect and store the following types of personal data:

User Information

- Full name

- Email address

- Profile image

- Password (securely hashed)

- Two-factor authentication status

- Email verification status

- Timestamps of account creation and updates

- Login failure counts and lockout-related timestamps

- Session security version

Login Activity

- IP address

- Browser user-agent

- Login success/failure logs with timestamps

Service Usage

- Text-based interview transcripts

- Resume enhancement content generated by AI

2. How We Use Your Information

Your data is collected and processed solely for the following purposes:

- Providing and maintaining access to MockTalk services

- Generating personalized interview simulations and feedback

- Enabling resume enhancements and feedback features

- Tracking login activity for account security

- Responding to legitimate user-initiated support requests

- Ensuring the integrity and security of our platform

We do **not** use your personal data to train any AI models.
 We do **not** sell or share personal data with any third parties for marketing or analytics.
 We **only** share enhanced resumes if you choose to export or share them.

3. Data Storage & Security

Your data is securely stored using industry-standard encryption and access protocols on **Neon (USA)** cloud-hosted infrastructure. We implement reasonable technical, physical, and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction.

4. User Rights

As a user of MockTalk, you have the following rights:

- **Access & Portability** – You may request a copy of the personal data we hold about you.

- **Correction** – You may update inaccurate or incomplete information.

- **Deletion** – You may request full account and data deletion at any time.

To exercise these rights, contact us at **info@mocktalk.dev**.

5. Children's Privacy

MockTalk is intended for users **aged 18 and older**. If we discover that a user is under the legal working age in their country, their account will be **suspended**, and data will be removed in accordance with applicable regulations.

6. Legal Basis for Processing (GDPR)

We process your personal data based on:

- **User Consent** – You explicitly agree to our Terms and Privacy Policy upon account creation.

- **Contractual Necessity** – Data is necessary to deliver the services you requested.

7. Data Retention

We retain user data for as long as the user maintains an active account. If you choose to delete your account, all associated data will be permanently deleted unless required for legal compliance.

8. Service Providers

We use the following infrastructure providers to operate MockTalk:

- **Neon** – Database hosting

- **Stripe** – Payment processing (no payment information is stored by MockTalk)

- **Resend** – Transactional email delivery

These providers only process data on our behalf and do not access it for any other purpose.

9. Data Sharing

We do **not** share your data with advertisers, data brokers, or any unrelated third parties. The only information you may export or share at your discretion is your **AI-enhanced resume**.

10. Service Downtime & Interruptions

While we strive for uninterrupted access, we may experience technical outages or service maintenance. We are not responsible for any consequences arising from service downtime. You acknowledge that occasional interruptions may occur.

11. Policy Updates

We may occasionally update this Privacy Policy to reflect operational or legal changes. Users will be notified **via email** if material changes are made. Your continued use of the service constitutes acceptance of the updated policy.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or your data, please contact:

Email: info@mocktalk.dev