Privacy Policy

FLOW Collective

Updated: September 19, 2026

1. Introduction

FLOW Collective ("FLOW Collective," "we," "our," or "us") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you use our websites, applications, and related services (collectively, the "Services").

This policy is intended to describe our privacy practices in a clear and transparent way. By using the Services, you acknowledge the practices described in this Privacy Policy. Where applicable law requires consent, we will request it before collecting or using personal information for the relevant purpose.

2. Personal Information We Collect

Information you provide. We may collect information you provide when you create an account, build or update a profile, use interactive features, save or engage with content, contact us, participate in promotions or surveys, or otherwise use the Services. This may include your name, email address, username, profile information, preferences, content or files you choose to submit, and the contents of communications you send to us.

Account and authentication information. Information necessary to create, authenticate, secure, and manage your account may be processed by us and by service providers that support authentication and account management.

Activity and usage information. We may collect information about your interactions with the Services, including pages or content viewed, searches, features used, items saved or selected, clicks, and other activity.

Device and technical information. We or our service providers may automatically receive technical information such as IP address, browser type, operating system, device type, device or browser identifiers, access dates and times, referring pages, and diagnostic or performance information.

Approximate location. We may derive a general location, such as country, state, or city, from information such as an IP address. We do not claim to collect precise location unless a feature specifically requests it and any legally required permission is obtained.

Cookies and similar technologies. We may use cookies, local storage, pixels, and similar technologies to operate the Services, remember preferences, maintain sessions, understand usage, improve performance, and protect the Services. Browser or device settings may allow you to control some of these technologies.

3. How We Use Personal Information

We may use personal information to provide, operate, maintain, personalize, and improve FLOW Collective; create and manage accounts; provide requested features; understand how the Services are used; communicate with users; respond to support requests; maintain security; prevent fraud, abuse, and unauthorized activity; troubleshoot technical issues; comply with legal obligations; enforce our terms and policies; and protect the rights, safety, and property of FLOW Collective, our users, and others.

We may also use aggregated or de-identified information for analytics, research, product improvement, and other legitimate business purposes. Where required by law, we will maintain such information in de-identified form and will not attempt to re-identify it except as permitted by law.

4. How We Disclose Personal Information

Service providers. We may disclose personal information to vendors and service providers that perform services on our behalf, such as hosting, infrastructure, authentication, security, analytics, communications, customer support, and payment processing where applicable. These providers may process information only as permitted by their agreements with us and applicable law.

Legal and safety reasons. We may disclose information if we reasonably believe disclosure is required by law or legal process, or is necessary to detect or prevent fraud or unlawful activity, protect the security or integrity of the Services, enforce our rights, or protect the rights, property, or safety of users or others.

Business transactions. If FLOW Collective is involved in a merger, acquisition, financing, reorganization, sale of assets, bankruptcy, or similar transaction, information may be disclosed or transferred as part of that transaction, subject to applicable law.

With your direction or consent. We may disclose information when you direct us to do so, when a feature is designed to share information with another party, or when you otherwise consent.

FLOW Collective does not sell personal information for money. If our practices change in a way that creates additional rights under applicable privacy law, we will update this policy and provide required choices or notices.

5. Third-Party Services and Links

FLOW Collective may contain links to, integrations with, or content from third-party websites, retailers, social platforms, payment providers, or other services. Those third parties operate under their own privacy policies and terms. FLOW Collective is not responsible for the privacy practices of services that we do not control. We encourage you to review their policies before providing information to them.

6. Your Privacy Rights and Choices

Depending on where you live, you may have rights regarding your personal information. These may include the right to request access to personal information we hold about you; request correction or deletion; receive a portable copy of certain information; object to or restrict certain processing; withdraw consent where processing is based on consent; and appeal certain privacy-request decisions where applicable.

You may also be able to update certain account or profile information directly through the Services. We may need to verify your identity before completing certain requests, and some requests may be subject to exceptions permitted by law. We will not discriminate against you for exercising applicable privacy rights.

Privacy requests may be submitted through the support or privacy contact method made available within FLOW Collective or on our website.

7. Children and Teen Users

The Services are not directed to children under 13, and FLOW Collective does not knowingly collect personal information from children under 13. If we learn that personal information from a child under 13 has been collected without appropriate authorization, we will take reasonable steps to delete it.

Users who are under 18 should use the Services only with the involvement or permission of a parent or legal guardian where required by applicable law. If you believe a child has provided personal information in violation of this section, please contact FLOW Collective through the support or privacy contact method provided in the Services.

8. Security

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure. However, no online service, storage system, or method of electronic transmission can be guaranteed to be completely secure. Users are responsible for maintaining the confidentiality of their account credentials and for promptly notifying us of suspected unauthorized account access.

9. Data Retention

We retain personal information for as long as reasonably necessary to provide the Services and fulfill the purposes described in this Privacy Policy, including maintaining account functionality, resolving disputes, enforcing agreements, protecting security, and satisfying legal, tax, accounting, or regulatory requirements. Retention periods may vary depending on the nature of the information, why it was collected, and applicable legal requirements.

When information is no longer required, we may delete, anonymize, or otherwise dispose of it in accordance with applicable law and our operational requirements.

10. International Users

FLOW Collective and some of its service providers may process or store information in the United States or other countries. Privacy and data-protection laws in those jurisdictions may differ from those in your country. Where required by applicable law, we will use appropriate safeguards for international transfers of personal information.

For users in jurisdictions such as the European Economic Area, United Kingdom, or Switzerland, our legal bases for processing may include performance of a contract, legitimate interests, compliance with legal obligations, and consent, depending on the processing activity.

11. U.S. State Privacy Disclosures

Residents of certain U.S. states may have additional rights under state privacy laws, including rights to know or access personal information, correct inaccurate information, request deletion, obtain a portable copy of certain information, and opt out of certain forms of data processing where applicable.

The categories of information FLOW Collective may process can include identifiers and account information, internet or network activity, device and technical information, user-provided content and preferences, commercial information where applicable, and approximate geolocation derived from technical information. We use and disclose these categories for the purposes described in this Privacy Policy.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our Services, practices, technology, or legal requirements. When we make changes, we will post the updated policy and revise the "Updated" date. If required by law, we will provide additional notice or obtain consent.

13. Contact Us

If you have questions, concerns, or requests relating to this Privacy Policy or your personal information, please contact FLOW Collective using the support or privacy contact information provided within the Services or on the official FLOW Collective website.

This document is intended to describe FLOW Collective's privacy practices. It should be reviewed whenever the Services, data practices, or third-party providers materially change.