

Privacy Policy – Reistell

Last updated: [03 December 2026]

Welcome to **Reistell**.

We respect your privacy and are committed to protecting the personal data you share with us when you use Reistell.

This Privacy Policy explains what information we collect, how we use it, and the choices you have.

By using Reistell, you agree to the practices described in this Privacy Policy.

1. Who we are

Reistell is a travel-story platform where users can share **travel experiences, dream destinations, and personal travel identity** (“Trident”).

For the purposes of this Policy, Reistell Travelgram International (or your local operating entity) is the “data controller” of your personal data.

If you have questions, you can contact us at:

Email: info@reistell.com

2. Information we collect

We collect information in three main ways: (a) you provide it directly, (b) it’s collected automatically when you use Reistell, and (c) it comes from other users’ actions.

2.1 Information you provide to us

When you create an account, complete your profile, or use features on Reistell, you may provide:

- **Account details**
 - Email address
 - Password (stored in hashed form)
 - Optional 6-digit PIN for faster login
 - Username / display name
- **Profile information**
 - Profile photo / avatar
 - Bio or tagline
 - Home base / city / country (if you choose to share)
 - Travel preferences and identity details (e.g., travel style, budget vibe, trip habits – “Trident / Travel Identity”)
- **Travel stories & content**
 - Travel stories (text)
 - Story titles, dates, and locations
 - Main story images and gallery images
 - Categories, tags, and other metadata you select
- **Dream Deck & Dream Destinations**
 - Places you’d like to visit in the future
 - Images, short narratives, and tags for those places
- **Interactions and social features**
 - Comments and replies
 - Likes / reactions
 - Follows and friend / travel buddy requests
 - Messages or feedback you send us
- **Support & communication**
 - Emails you send to our support team
 - Any other information you choose to share when contacting us

You can choose not to provide certain information, but this may limit some features of Reistell.

2.2 Information we collect automatically

When you use Reistell, we may automatically collect:

- **Usage data**
 - Pages and features you visit
 - Buttons or links you click
 - Time spent on pages

- Referring URL (where you came from)
- **Device & technical data**
 - IP address
 - Browser type and version
 - Operating system
 - Device type (desktop, tablet, mobile)

We use this information primarily for security, analytics, and improving the platform.

2.3 Cookies and similar technologies

Reistell uses cookies and similar technologies to:

- Keep you logged in and maintain your session
- Remember your preferences (for example, filters or language)
- Understand how people use Reistell so we can improve the experience

You can control cookies through your browser settings. If you disable cookies, some features of Reistell may not work properly.

3. How we use your information

We use your information for the following purposes:

1. **To operate and provide Reistell**
 - Create and manage your account
 - Allow you to log in with email/password or 6-digit PIN
 - Display your profile, stories, Dream Deck entries, and Trident profile
 - Show your content to other users according to your settings
2. **To support social and community features**
 - Enable follows, friend / travel buddy requests, and likes
 - Show comments, replies, and interactions between users
 - Show counts and stats (e.g., number of stories, likes, followers)
3. **To communicate with you**
 - Send account-related emails (verification, security alerts, PIN reset, password reset)
 - Send service announcements or important changes to Reistell

- Respond to your questions and support requests
- 4. **To improve and protect the platform**
 - Analyze how users use Reistell to improve design and features
 - Prevent abuse, spam, fraud, and security incidents
 - Enforce our **EULA / Terms of Use** and other policies
- 5. **Legal and compliance**
 - Comply with legal obligations and respond to lawful requests
 - Protect our rights, users, and the public where required by law

We do **not** sell your personal data to third parties.

4. Legal bases for processing (if you are in the EU/UK)

If you are located in the European Economic Area (EEA) or the UK, we process your personal data under these legal bases:

- **Performance of a contract:**
To provide Reistell and its features (account, stories, social features).
 - **Legitimate interests:**
To secure the platform, improve our services, prevent fraud, and analyze usage — where these interests are not overridden by your rights.
 - **Consent:**
For certain optional features, communications, or cookies where consent is required. You can withdraw consent at any time.
 - **Legal obligation:**
To comply with applicable laws or respond to legal requests.
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5. How we share your information

We share your information only in limited circumstances:

5.1 Information visible to other users

By using Reistell, you understand that certain information is **public or shared**:

- Your **public profile**: display name, profile image, basic travel identity (if set to be visible), and any public fields
- Your **stories** and images, when you publish them
- Your **Dream Deck** entries, if you choose to make them visible
- Your likes, follows, and comments, where shown by the platform

You can control some of this visibility through your account settings and privacy options (where available).

5.2 Service providers

We may share information with carefully selected service providers who help us run Reistell, such as:

- Hosting and cloud infrastructure

- Email delivery services
- Analytics tools (where used)

These providers are only allowed to use your data to provide services to us, and must protect it appropriately.

5.3 Legal reasons

We may share information if we believe in good faith that it is necessary to:

- Comply with a law, regulation, legal process, or governmental request
- Protect the rights, property, or safety of Reistell, our users, or the public
- Detect, prevent, or address security or technical issues, fraud, or abuse

5.4 Business transfers

If Reistell is involved in a merger, acquisition, restructuring, or sale of assets, your information may be transferred as part of that transaction. We will take reasonable steps to ensure the new entity respects this Privacy Policy or notifies you of changes.

6. How we protect your information

We use reasonable technical and organizational measures to protect your personal data, including:

- Encrypted connections (HTTPS) where available
- Secure password storage (hashed, not stored in plain text)
- Access controls on our servers and databases
- Session management and CSRF protection in our application code

No system is completely secure, but we make continuous efforts to safeguard your information and monitor for potential issues.

7. How long we keep your information

We keep your personal data only as long as necessary for the purposes described in this Policy, including:

- As long as you have an active Reistell account
- For a reasonable period after account closure, where necessary for:
 - Resolving disputes
 - Enforcing our terms
 - Meeting legal or accounting obligations

We may retain some non-identifiable or aggregated data for analytics and platform improvement.

8. Your choices and rights

Depending on where you live, you may have certain rights over your personal data.

8.1 Your choices inside Reistell

Within your account, you may be able to:

- View and edit profile information
- Update your 6-digit PIN, password, or email (where available)
- Delete stories, Dream Deck entries, or other content you've posted
- Adjust certain privacy or visibility settings

8.2 Data protection rights (GDPR/UK & similar laws)

If you are in the EEA, UK, or a region with similar laws, you may have the right to:

- **Access** – Request a copy of the personal data we hold about you.
- **Rectification** – Request corrections to inaccurate or incomplete data.
- **Deletion** – Request deletion of your data in certain circumstances.
- **Restriction** – Request we limit how we use your data in certain cases.
- **Objection** – Object to processing based on legitimate interests.
- **Portability** – Request a copy of your data in a machine-readable format.

To exercise these rights, please contact us at:

Email: admin@reistell.com

We may need to verify your identity before acting on your request.

You also have the right to lodge a complaint with your local data protection authority if you believe we have not handled your data properly.

9. International transfers

Reistell may be accessed from different countries. Your data may be stored or processed on servers located outside your country, where data protection laws may differ.

Where required by law, we take steps to ensure that international transfers of personal data provide adequate protection consistent with your local laws.

10. Children's privacy

Reistell is **not intended for children under 13** (or a higher minimum age in your country).

We do not knowingly collect personal data from children under this age. If we learn that we have collected such data, we will take reasonable steps to delete it.

If you believe a child has provided personal data to us, please contact us at childprotection@reistell.com.

11. Third-party links

Reistell may contain links to third-party websites, apps, or services (for example: external blogs, booking sites, social media).

We are not responsible for the privacy practices of those third parties. We encourage you to review their privacy policies before providing any personal data to them.

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

When we make changes, we will:

- Update the “Last updated” date at the top; and
- Where appropriate, notify you through Reistell or by email.

Your continued use of Reistell after any changes means you accept the updated Policy.

13. How to contact us

If you have any questions, requests, or concerns about this Privacy Policy or how we use your personal data, you can contact us at:

Email: info@reistel.com

Subject line: "Reistell – Privacy Request"
