



Selah

BY SHELTERED SISTERS

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Privacy Policy.

Your privacy is not a small thing to us. Many women who use Selah are living with someone who watches their phone, reads their messages, or controls their money. We built Selah with that in mind, and this policy tells you honestly what happens to your information.

We have written it in plain English. If anything is unclear, write to us at support@shelteredsisters.com and we will explain.

The short version

- Your journal, folders, safety plan, communication logs and recordings are saved on your own device. We do not keep a copy of them on our servers.
- When you use an AI feature (such as Before You Reply, Sister Companion, Aunty Abi, My Children, Going To Court or Financial guidance), the words you type or speak are sent securely to an AI service so it can write a reply for you. We do not store those conversations on our servers.
- When you pay, our payment provider Stripe handles your card. We never see your full card number.
- We use your email address to send your access details and emails you have agreed to receive. You can unsubscribe at any time.
- We never sell your information. We never use it for advertising.

Who we are

Selah is a healing companion app run by Sheltered Sisters, based in Dublin, Ireland. For the purposes of data protection law (the GDPR and the Irish Data Protection Acts), Sheltered Sisters is the controller of the personal information described in this policy.

You can contact us about anything in this policy at support@shelteredsisters.com.

What stays on your device

Most of what you put into Selah is saved in your browser's storage on the phone or computer you are using. This includes your quiet time journal, trauma journal, private folders, safety plan, communication tracker and call log, notes about your children, financial notes, and any audio you record with the recorder.

Because this information lives only on your device, we cannot see it, read it, recover it, or hand it to anyone. This also means that if you clear your browser data, change phone, or lose your device, that information may be lost. Please keep copies of anything you may need for court somewhere safe.

Your sign in to Selah is kept only for the current browser session, so it ends when you close the browser.

What leaves your device when you use AI features

Some parts of Selah use artificial intelligence (AI) to write a reply to you. When you press send in one of these features, the text you typed (or the words you spoke, after they have been turned into text) travels securely from your device, through our server functions hosted by Netlify, to our AI provider, Anthropic. The AI writes a reply and sends it back to you.

Here is what that means for you:

- We do not save the content of these conversations on our servers. Our server functions pass the message along and return the reply.
- Anthropic processes your message on our behalf to create the reply. Under its commercial terms, it does not use your messages to train its AI models. It may keep messages for a limited period for safety and misuse monitoring, and then deletes them.
- Please avoid typing full names, addresses, phone numbers or other details that identify you or other people unless you need to. The AI can help you just as well without them.
- What you share in these features may include very sensitive things, such as your health, your feelings, your faith, or what you have lived through. By choosing to send it, you give your explicit consent for it to be processed for the single purpose of creating your reply. You can stop at any time simply by not using the AI features.

The AI may sometimes mention the publicly shared stories of well known people for encouragement. This does not mean those people are connected to or endorse Selah.

Voice features

When you tap the microphone to speak instead of type, Selah uses the speech recognition built into your browser or phone. On some browsers, such as Google Chrome and Safari, your voice is

sent to the browser maker (Google or Apple) to be turned into text. This is covered by their own privacy policies. If you would rather not use this, you can type instead.

When Selah or Auntie Abi reads a reply aloud to you, the text of that reply may be sent to a voice service to create the audio. The audio is played to you and not stored by us.

What we collect when you buy or sign up

- Payment details: Stripe collects your name, email address, billing country and card details to take payment. We receive your name, email address, what you bought and your payment status. We do not receive your full card number.
- Email: we use MailerLite to send your welcome email with your access details, and any emails you have agreed to receive. Zapier passes your name, email address and what you bought from Stripe to MailerLite so this can happen automatically.
- Private Circle: if you buy the Selah Bundle, you join our community on Skool (and, where offered, a WhatsApp group). Anything you share there is visible to other members and is also covered by the privacy policies of Skool or WhatsApp.
- Messages to us: if you email us, we keep your message and our reply so we can help you.

Why we use your information and our legal basis

- To give you the app you paid for, process payments, send access details and handle refunds. Legal basis: performance of our contract with you.
- To create AI replies to sensitive content you choose to send. Legal basis: your explicit consent, given each time you choose to send.
- To send you newsletters or encouragement emails. Legal basis: your consent, which you can withdraw at any time by clicking unsubscribe.
- To keep financial records. Legal basis: our legal obligations under Irish tax law.
- To keep Selah safe, working and free from misuse. Legal basis: our legitimate interest in running a secure service.

Who we share information with

We only share information with the service providers we need to run Selah, and only what they need. They are:

- Netlify (website hosting and server functions)
- Anthropic (AI replies)
- Stripe (payments)

- MailerLite (email)
- Zapier (connecting Stripe to MailerLite)
- Skool and WhatsApp (Private Circle community, for Bundle members only)

We may also share information if the law requires us to. We will never sell your information or share it with advertisers. We will never share anything with your partner, former partner, or his family.

International transfers

Some of our providers are based in the United States. When your information is sent outside the European Economic Area, it is protected by the EU and US Data Privacy Framework or by the European Commission's Standard Contractual Clauses, together with the security measures each provider uses.

How long we keep information

- Information on your device: until you delete it or clear your browser data. We have no copy.
- AI conversations: not stored by us. Our AI provider may keep them for a limited period for safety monitoring before deleting them.
- Purchase and billing records: for six years, as Irish tax law requires.
- Email list details: until you unsubscribe, after which we keep only what we need to make sure we do not email you again.
- Emails you send us: for up to two years after our last contact, unless we need them longer to deal with a complaint or legal matter.

Keeping you safe

Selah includes a quick exit button, a decoy passcode, and a session sign in that ends when the browser closes. These tools help, but no app can promise complete protection if someone has access to your unlocked phone or has installed tracking software on it. If you believe your phone is being monitored, consider using Selah on a device he cannot reach, and speak to a domestic abuse support service about staying safe.

We protect information that passes through our systems using encrypted connections (HTTPS) and trusted providers with strong security.

Your rights

Under data protection law you have the right to:

- ask for a copy of the personal information we hold about you
- ask us to correct it
- ask us to delete it
- object to or ask us to limit how we use it
- ask for it to be moved to another service
- withdraw your consent at any time, without affecting anything done before

To use any of these rights, email support@shelteredsisters.com. We will reply within one month. Remember that we cannot access or delete information saved only on your device. You can delete that yourself by clearing Selah's data in your browser.

If you are unhappy with how we have handled your information, you can complain to the Data Protection Commission in Ireland at dataprotection.ie. If you live elsewhere, you can also contact the data protection authority in your own country. We would be grateful for the chance to put things right first.

Cookies

Selah does not use advertising cookies or tracking pixels. We only use the browser storage needed to make the app work, such as keeping you signed in during a session and saving your entries on your device. Stripe may use its own cookies on its checkout page to prevent fraud.

Age

Selah is for women aged 18 and over. We do not knowingly collect information from anyone under 18.

Changes to this policy

If we make an important change, we will update the date at the top and let subscribers know by email. The latest version will always be available at selah.shelteredsisters.com/privacy-policy.pdf.

Sheltered Sisters, Dublin, Ireland. Contact: support@shelteredsisters.com