Privacy Policy

Effective date: 3 November 2026.

This policy explains what data Jalees keeps, why, where it is stored, when it is deleted, and what parents can do with it. It applies to the Jalees app for iPhone, iPad and Android, and to the Jalees website, in every country where they are offered.

Jalees is a collection of illustrated Arabic stories for reading with children. A parent or guardian sets it up and manages it, and the account is theirs, not the children's.

Jalees is offered in Saudi Arabia and other countries, and we may add countries or stop offering it in some.

Who we are

Jalees is a product operated by Elementum Company For Technologies, a Saudi limited liability company, Unified National Number 7054945469.

Saudi Arabia

Corporate website: elementum.com.sa. Contact for privacy and support: jalees_support@elementum.com.sa.

"We" means Elementum Company For Technologies as the operator and data controller, and "you" means the parent or guardian using Jalees with their children.

In short

- Jalees has no ads or advertising trackers. Our usage statistics are optional, we count the website's visits without cookies, and stores and service providers may process other data as described below.
- We do not sell or rent data, and we do not use it for advertising.
- The App Store and Google Play process app purchases; our payment provider processes website payments. Card details are submitted directly to the payment provider, and the card number and CVC never reach the Jalees server or our stored records. We keep subscription-verification data and an encrypted payment token from the payment provider for automatic renewal until cancellation.
- In the app, without an account, the children's profiles and each child's reading stay on the device and never reach us.
- Optional usage statistics and story likes are sent only if a parent enables sharing in the parent area. They use separate random identifiers that we do not link to the family account; a parent can stop sharing and erase the data sent.

- The app sends no crash reports to Jalees. Its crash data may be shared with Apple's or Google's diagnostics when the device's owner chose that in its settings, and what we learn about its crashes comes from there.
- In the app: with a family account, reading data is kept on our servers so that it appears on every device of the family. Website reading and quizzes are practice only: they are not saved as a child’s progress or synced with the app. Website favourites are saved to the family account.
- From the parent area of the app, a parent can get a copy of the family's data, remove a child with their data, and delete the whole account.
- Families outside Saudi Arabia also have the rights their own countries' laws give them, as "Families outside Saudi Arabia" explains.

Without an account

The app works without an account. It then keeps, on the device only:

- the children's names as you type them, their ages, and the avatars you choose from the app's drawings;
- the reading position in each story, finished stories and when they were finished, and answers to the questions at the end of a story;
- reading days: the number of pages and the reading time for each child on each day, for the child's last 91 reading days;
- reading settings: text size and narration speed.

None of this is sent to us. Deleting the app erases it, and on Android so does clearing the app's data in the device's settings. So does "Erase this device's data" in the parent area, which opens only after signing in to a family account. On Android it is not copied into the device's backups; on iPhone and iPad, backups made by the device may include it, depending on your settings.

So that the app knows whether its version still works, it asks our server when it opens and from time to time, sending only the system (iOS or Android) and the app version. The Jalees server keeps no record of this request, but like any request it carries an IP address, which our hosting provider's operating logs may keep for 14 days.

Separately, the app sends us usage statistics for the device as a whole, with no name and nothing about any one child, only after a parent opts in (see "Usage statistics").

If you later create a family account, the app offers to move the children and their data from the device into the account, and you choose which children move.

To send a report or a question from "Report a problem" or "Help", the app first asks you to sign in to or create a family account; the report is then kept with the account, as described in "What we keep with a family account". You can also write to us from your own email at jalees_support@elementum.com.sa; we then receive your message and your email address.

What we keep with a family account

When a parent creates a family account, we keep the following data according to the features used. The child profiles, individual reading, parent PIN, consent and sync described here refer to the app. The website does not create a child's progress record; its data is described in "The Jalees website" and "Website subscriptions and payment data":

- Sign-in: an email address and a phone number if you choose to add one. You can create an account by confirming your email alone, without WhatsApp. If you start with a WhatsApp code, we ask for your email after you confirm the number; verify the email now or later from the account page. A verified email is needed to start the free trial or pay on the website. A detail added without confirmation stays "unverified". An unverified detail is never used to sign in, and we send it nothing but its own confirmation code. An optional password is available. Where the app for iPhone and iPad offers Sign in with Apple, we ask Apple only for the email address, which may be a relay address Apple creates to hide yours. Each account has an internal identifier.
- Passwords are optional and are not stored as readable text. We keep a one-way password verifier with a random salt and authorized sign-in session identifiers to protect the account and invalidate previous password sessions after a reset. Email codes remain available. Passwords and their verifiers are not written to operating logs or sent to other devices.
- Children's profiles: the profile name as you type it (a nickname or label you choose is enough; a real or legal name is not required), the selected age (3 to 12 years), and an avatar you choose from ready-made drawings in the app. We keep the age with the profile and show it to you in the parent area; we do not use it to choose or recommend stories. We do not ask for children's photos or dates of birth. An account holds up to 12 children.
- Reading: the reading position in each story (the page and the point in the narration), finished stories and the date of the first finish, answers to the end-of-story questions (the choice, or that it was skipped), and reading days (pages and seconds for each child on each day).
- Consent: before the account keeps any child's data, a parent agrees to it once, and we keep the consent record: its version number and time, the identifier of the account that agreed, and the app version.
- Parent area: whether a parent PIN has been chosen, and its version number. We do not keep the PIN itself, only a one-way fingerprint of it derived with a random salt and a secret key on the server, which is never sent to any device. Each device keeps its own check value so that the PIN works offline.
- Subscription: if you subscribe, we keep what is needed to link the purchase to the family account and verify it, as described in "Store subscriptions and purchase data" and "Website subscriptions and payment data".
- Support: when you send a report or a question from the app, we keep the reason and your comment, the story and the page where the reading stopped (for a report about a story), the app version, the system (iOS or Android) and its version, the contact email, the support team's replies, and the ticket's number and dates. The contact email is the account's email; if the

account has none, it is the email you type in the report, if you choose to. The app adds no child's name to a report, other than anything you write in the comment yourselves. When a new report arrives, we email an alert to the support team's inbox, with its number, kind and reason, the story if it is about one, the app version and the device's system, when it was opened, and a link to it in the team's tool; the alert never carries your comment, your email address or your account, the page, or anything about your children.

- Sync: so that a change the device sends again is not applied twice, we keep a receipt for each change for 30 days, and we use the device's time at sending to order changes.
- Connection: every request to our servers carries, by its nature, an IP address and similar connection data. The Jalees server does not record them in its logs, but the sign-in service keeps the IP address and a description of the app or browser with sign-in sessions. It keeps sign-in logs for the log period of our database provider's plan; we keep no copy in the Jalees database. Our hosting provider's request and operating logs are retained for 14 days; infrastructure administrative audit logs for 400 days. Contact us for the sign-in log period applicable to the current plan.

We do not collect the device's location, contacts, photos or voice recordings (the app does not ask for the microphone), the advertising identifier, or the identifiers the device's system provides. Reading settings stay on the device.

Two options in "This device", in the parent area, are off until a parent turns them on, and each stays only on the device it was turned on for. With fingerprint or face unlock, the device's own system checks the fingerprint or face, and the app learns only whether the check passed, so no fingerprint or face data reaches the app or Jalees. The reading reminder is set by a parent on that device and kept there only; it needs the device's notification permission, and nothing about it is sent anywhere. For the unlock, the device keeps only which account and which version of the parent PIN it was turned on for; for the reading reminder, only the chosen time and days. Both are cleared from the device when it signs out of the account, when "Erase this device's data" is used, and when the account is deleted. The "one-way fingerprints" this policy mentions elsewhere are values computed from a PIN, an email address or an identifier, not anyone's fingerprint.

Downloaded stories: the stories a family account or the subscription opens do not come with the app. When one is first opened on a device, the app downloads its text, pictures and narration from our server and keeps them in the app's storage on that device, so that it then reads without a connection. These are the story's own files, not data about the family. Each request carries the account's sign-in token so that the server can check what the family may open; the Jalees server keeps no record of which stories a family downloads, but the hosting provider's operating logs may keep each request's path, which names the story or file, with the IP address, for 14 days.

The free family trial

If a parent chooses to start the family trial, we keep its start and end dates and state with the account, to open the same stories on the website and in the app until the 14 days end or the parent chooses to replace it with a paid subscription. No card, payment or automatic-renewal

consent is created when starting the trial. Trial information is included in the family data export.

Starting the family trial requires a confirmed email address, including after WhatsApp sign-in. Confirming the email does not start the 14 days; they begin when you choose to start the trial afterward.

To prevent another family trial after deleting an account and registering again with the same verified email, after deletion we retain only a keyed one-way email fingerprint, its key identifier, and the trial start and end dates. This record contains no email address, account identifier, child data or card details. We retain it while we operate the one-trial-per-email offer, then delete it when no longer needed. You can contact us about this record and your rights over it.

Store subscriptions and purchase data

A store subscription is bought in the app through the App Store or Google Play where offered, on the subscription page behind the parent gate, and needs a family account. The store handles payment, billing, renewal, cancellation and refunds under its terms and privacy policy; your card details, name and address with the store never reach us. Store trials already in progress keep their terms; the new family trial is separate, as its section explains.

To link the purchase to the family account and verify it, we keep:

- a linking token derived from the account's identifier, which the app gives the store with the purchase and which does not identify you by itself;
- from the store: its name, the transaction identifier, the plan (monthly or yearly), the end of the current period, when the subscription last changed, its status (for example trial, active, renewal cancelled, expired or refunded), whether it renews, and whether it was a test purchase made with a store test account;
- the history of the store's notices: the store tells us of each renewal, cancellation and refund, and we keep the type of each notice and when it arrived.

We verify each purchase with the store itself, never on the app's word alone. We use these data to decide which stories open for the family, to answer questions about the subscription in support (see "Who we share data with"); never for advertising or marketing.

On each device, the app keeps our server's latest answer about the subscription, when it came, and the latest time it has seen on the device's clock, so that it knows whether subscription stories open without a connection, as the Terms of Use explain. It sends this to no one.

We keep the subscription data for as long as the account exists and delete it with the account. The store keeps its own record of your purchases under its policy. Deleting the Jalees account does not cancel the subscription (see "Where data is kept and when it is deleted").

Website subscriptions and payment data

Website subscriptions are monthly or yearly, depending on available plans, and our payment provider processes payment. When you choose a paid subscription, the first charge is immediate on purchase confirmation and the plan renews automatically until cancelled with the parent's consent. The family trial is separate, with no card, payment or automatic renewal; it does not become a subscription. When offered on the website, paying during the trial starts the full paid term immediately after successful payment and permanently replaces unused trial days, which are not restored after a refund.

You enter card details in the website's payment form in your browser, which submits the form directly to the payment provider. The card number and CVC never reach the Jalees server or our stored records. We keep a payment token encrypted on our server, which the payment provider issues, and a fingerprint that prevents linking it to another family account, to process the automatic renewals you consented to.

We keep the plan, amount, currency, checkout and payment-provider transaction identifiers, payment status and dates, paid access period, renewal date, renewal or cancellation state, renewal attempts and any refunds, and the version and time of your renewal consent with the family account. We verify payment status with the payment provider before opening paid access; returning from the payment page is not enough.

After the first successful website payment and each paid renewal, we send a confirmation to the parent account's verified email address through our email provider. It includes the plan, amount, currency, payment time, paid period end and payment reference, with no card details or marketing. We keep the payment facts needed to send it, without an extra copy of your email address or card details in the pending message record, and delete pending messages with the account.

Paying on the website requires a confirmed email address because payment confirmations are sent there. We do not send payment confirmations to an unverified email.

When you request a website promotion, we keep the promotion code, quote and usage reservation, plan, charge, discount and normal renewal amounts, dates and redemption state with the family account, to calculate the eligible price, verify purchases and prevent repeated use. These records are included in the family data export and deleted with the account.

These records and the payment token remain with the account and are deleted with it. The payment provider retains its own records under its policy and legal obligations. Cancelling renewal in the parent dashboard stops future charges while keeping access through the paid period. Contact support for refunds with the payment reference and no card details.

Usage statistics

Sharing starts off until a parent enables it in the parent area. When enabled, the app sends our server usage statistics from time to time, with or without a family account, to help the Jalees team improve the app. They are counts and times the app adds up on the device for each day:

- how many times the app was used, how long it stayed open, how long stories were read, and how long narration was listened to;
- how many times a story was opened and finished, how many pages were shown, and how many end-of-story questions were answered, without the answers themselves;
- for each story opened: its identifier, how many times it was opened and finished, the furthest page reached, how many of its pages were shown, and how long its narration was listened to;
- the app's version and build number, the system (iOS or Android) and its version, the kind of device (phone or tablet), the language of the app's interface, and whether a family account is signed in on the device (only yes or no);
- a random identifier for this installation of the app, which the app creates for these statistics alone. It is not the advertising identifier or an identifier the device's system provides, and we do not link it to the family account.

These statistics carry no name, email address or mobile number, no child's name or age or anything about any one child, no text anyone types, and no location: they cover the device as a whole, not each child. Like any request, each sending carries an IP address, which the Jalees server does not keep; the hosting provider's operating logs may keep it for 14 days.

We use them only to improve the app: for example, to learn how many devices come back to Jalees, how much is read on them, and which stories are finished and which are left before the end. The Jalees team sees them in its tool as totals and averages across all devices, never one device's record or identifier. We do not use them for advertising or link them to the family account or its data, and no one else handles them except the service providers who host our servers and database.

Usage statistics are off until a parent opts in from the parent area. Turning them off stops this device sending them, and the app asks our server to delete everything it received from this device; it asks the same when "Erase this device's data" is used and when the account is deleted from this device. If the app is deleted before any of these, what we received stays until its period ends, because we cannot tell which device or family it came from.

We keep usage statistics for at most 400 days; then they are deleted automatically.

Likes are reversible preferences for an exact story edition, stored on this device independently of optional sharing. With optional sharing enabled, a separate random installation identifier sends the current votes; we do not join it to a family or child profile or billing. Votes are retained for 180 days; staff counts are suppressed below five installations. Opt-out deletes remote votes when the network is available, retaining local preferences; erasing device data clears both. Hashed forget markers reject late retries: 180 days for likes and 400 days for optional usage. New editions do not inherit old votes.

Your view of the app

Once the children have finished a few stories, the app may ask for your view of Jalees in the parent area: a rating from one to five stars and an optional comment (at most 1,000 characters). With them go the app's version and build number, the system and its version, the kind of device, the interface language and how many stories were finished on the device. No identifier goes with them, not even the random identifier described in "Usage statistics".

We do not link your view to the family account or ask for a name or email address with it, so we cannot reply to it; to get a reply, write to us from "Help". Please do not include names or personal details in the comment. The Jalees team reads the views in its tool to improve the app, and we do not link them to the usage statistics. We keep views for at most 2 years; then they are deleted automatically.

On iPhone and iPad, after a rating of four or five stars, the app may offer Apple's own sheet for rating Jalees on the App Store. That rating is between you and Apple, under its policy, and reaches us only as the App Store publishes it.

App crashes

The app sends no crash reports to Jalees, keeps none on the device, and contains no crash-reporting service or other company's tool for them.

If you choose, in the settings of your iPhone or iPad, to share analytics with app developers, Apple makes the crash reports the system collects about Jalees available to us in its developer tools. On Android, Google Play may show us crash data it collects from devices whose owners chose to share usage and diagnostics data with Google. Apple and Google collect this data under your settings and their own policies, not through any tool in the app, and we use it only to fix crashes.

Why we use the data

- To provide the service: signing in and saving website favourites; in the app, keeping each child's reading and syncing it across the family's devices, returning to the reading position, and showing parents the "Reading summary".
- To decide which stories open: the free stories, an active family trial, or an existing subscription or other access; to verify purchases with the store or payment provider and process the automatic renewals you consented to; and to prevent another trial with the same verified email after account deletion.
- To confirm website payments: sending a confirmation to the parent account's verified email address after the first successful payment and each paid renewal.
- For support: to answer reports and questions, to find a family's account by the contact email of one of its reports, to send an email confirming that a report arrived and another with each reply or when it is closed, and to alert the support team by email when each new report arrives. These emails do not repeat your comment or name any child.

- To run the service: to fix faults and to prevent misuse, such as the daily limit on reports.
- To improve the app: from the usage statistics, and from your views if you send them.
- To learn how the website is used: from counting visits to its pages (see "The Jalees website").

We do not use family data, usage statistics or website visit statistics for advertising, to build marketing profiles, or to train artificial intelligence models, and we make no automated decisions about you with them.

In Saudi Arabia, we rely on guardian consent to store and sync children's data, and on consent for optional usage and story-like sharing. We process sign-in, subscription and request-handling data to perform the agreed service. Minimum operational data may be processed to prevent abuse, and the website's visits counted, on a legitimate-interest basis only where the law permits, without sensitive data or overriding your rights, and for specific legal obligations where applicable. This does not replace guardian consent for children's data.

Children's data and the parents' role

The gate, child profiles and Reading summary described in this section refer to the app. On the website, the parent signs in and manages the account and subscription; the website does not save a child’s reading progress or quiz answers in the family account.

- Jalees is made for reading with children, but the account belongs to a parent or guardian, and the app asks a child for no personal information, such as an email address or a mobile number.
- A parent adds the children and chooses the name that appears, and can change it or remove the child at any time.
- The parent area is behind a gate: with an account, a 4-digit PIN the parent chooses (or a fingerprint or face saved on the device, where a parent turned that on for it); without one, the parent area does not open until a parent signs in to or creates a family account and chooses or enters that PIN. The gate keeps children out of the parent area; it is not a security measure for the account.
- Fingerprint or face unlock is optional and off until a parent turns it on for a given device, after a warning that any fingerprint or face saved on that device opens the parent area, and after one successful check of a fingerprint or face saved there. If a child's fingerprint or face is saved on the device, it opens the parent area too, so the app asks the parent to leave the option off there. The parent PIN always stays available, and fingerprint or face unlock never replaces confirming the sign-in again before getting a copy of the family's data, removing a child or the account, or changing the parent PIN (see "Your choices and rights").
- With a family account, the account, the subscription, settings and deletion are all managed in the parent area only, and reports and support requests are in "Help", behind the same PIN: when a child taps "Report a problem" or "Help", the PIN appears first. Without an account, the parent area, Help and reports open only after a parent signs in or creates a family account.

Turning usage statistics on or off, the request for your view of the app and the offer to rate it on the App Store are in the parent area only too. A child sees no price and cannot buy: the subscription page, its prices and the purchase are all behind the PIN.

- Nothing of your children's reading is shown to other families: there is no chat in the app, no public page and no sharing between families. The "Reading summary" is for parents only, one child at a time, with no ranking or comparison.
- If you learn that a child has sent us data without a parent's knowledge, write to jalees_support@elementum.com.sa and we will delete it.

The guardian's consent

Before the family account keeps anything about the children, the app asks a parent, after signing in and choosing or entering the parent PIN, for their agreement once: «أنا وليّ أمر هؤلاء الأطفال وأوافق على حفظ بياناتهم في حساب الأسرة، وعلى شروط الاستخدام وسياسة الخصوصية» ("I am these children’s parent or guardian, and I agree to their data being kept in the family account, and to the Terms of Use and the Privacy Policy"), with links to the Terms of Use and to this policy right under it. "What we keep and why", on the same screen, opens what we keep for each child and about the parents, why, who sees it (our service providers among them, by their role) and where the choices are.

The current flow relies on the adult's guardian declaration after confirming their sign-in method. The parent PIN and sign-in do not independently prove legal guardianship. For questions about a child's profile data or consent, contact jalees_support@elementum.com.sa.

- Without this consent our servers accept no child added to the account, no change to a child's details, and no move of children into it from the device.
- A parent who chooses "Not now" keeps the children and their reading on that device only, and can agree later from the parent area.
- If we change in substance what we ask consent for, we ask again. Children already in the account keep reading, and no child is added or changed until the new consent.
- We keep the consent record for as long as the account exists; it is in the copy of the family's data and is deleted with the account.
- To withdraw consent: remove the child or the whole account from the parent area, or write to jalees_support@elementum.com.sa.

Who we share data with

We do not sell or rent data, and we do not share it with advertisers.

We use service providers for the following functions; they may also process operating logs and connection data under their services and policies:

- Our database provider: database, sign-in and file storage, in Frankfurt, Germany (European Union).

- Our hosting provider: hosting of the Jalees server, the team's tool and the website in Frankfurt, Germany. Operating and audit logs use global log storage, rather than being limited to Frankfurt.
- Our email provider, in the United States: email delivery for sign-in codes and support messages, including the alert to the support team for each new report, and website payment confirmations; it receives the parent's email address and confirmation content to deliver it.
- WhatsApp (by Meta): sending sign-in and phone-confirmation codes on WhatsApp. It receives the phone number and verification code to deliver it. The message comes from the company verification number as "Elementum Company for Technologies"; the number also authenticates the company’s other products. We do not send it children’s names, reading data or payment data. Its processing is subject to WhatsApp’s and Meta’s policies and may take place outside Saudi Arabia.
- Our payment provider: processing website payments, storing the payment method for authorised renewals, and verifying payment transactions and status. It receives card details directly from the browser; its processing is governed by its policy and legal obligations.
- Our visit-counting service: counting visits to the website's pages without cookies, from what the website's server sends it about each page we count (see "The Jalees website"), in the European Union.
- The support team's mailbox: receives your emails and report alerts at jalees_support@elementum.com.sa and holds copies separately from the app account's data.

We use these services to provide Jalees, respond to your requests and learn how the website is used, not for advertising. Contact jalees_support@elementum.com.sa for information about providers' data processing and retention.

Apple and Google: when you buy through their stores and we verify the purchase with them. Apple also, where the app for iPhone and iPad offers Sign in with Apple: when you choose to sign in with it, and when an account that signs in with Apple is deleted (to end its link with Jalees, as described in "Where data is kept and when it is deleted"). Data held by them is governed by their own privacy policies.

On Android, the store billing component may send Google technical diagnostics about billing API use and errors. This is separate from Jalees's optional usage sharing; turning that sharing off does not disable store diagnostics. Apple and Google handle their store data, and Apple its sign-in data where it is offered, under their own policies.

The Jalees team reads reports and replies to handle support. It does not see children's names or their individual reading history; only the story position you attach to a report may be shown. Detailed subscription data requires permission for a specific support case, and each view is audited. The general account directory withholds store financial fields; Payments reports require a separate permission and additional verification, without a child's reading history. Staff may find an account by a report's contact email entered in full; the address is not displayed, and the lookup is audited with a one-way fingerprint removed on account deletion. An administrator may also

find an account by the email address it signs in with, to open every story for it with no subscription or payment, for support or for a family we invite to test the app; that lookup is recorded with a one-way fingerprint of the address, never the address itself, and the fingerprint and the administrator's note on the access given are removed when the account is deleted. Usage and like reports are aggregates, not an individual installation or child's record. Direct operational database access is limited to operators who need it to run and repair the service.

Each list shown is recorded in our internal log with the accounts it showed, and each search is recorded with the accounts it showed and a one-way fingerprint (SHA-256) of the address searched for, never the address itself; when a family deletes its account, its id in those records is replaced as elsewhere and the fingerprint is removed.

Authorities: when a law in force or an order from a competent authority requires it.

Where data is kept and when it is deleted

Account data is kept with our database provider in Frankfurt, Germany, and Jalees servers run with our hosting provider in the same city. Operations staff access it from Saudi Arabia, and email passes through our email provider in the United States. The website's visit statistics are processed and kept by our visit-counting service in the European Union. The hosting provider's logs use global storage. Data may therefore be processed outside your country. Contact jalees_support@elementum.com.sa for information about processing locations and provider terms.

- Account, children and reading data: for as long as the account exists.
- The email address, phone number and any unverified contact detail remain while the account exists and are removed from the sign-in service when the account is deleted. Copies may remain in logs and backups for the periods described here. WhatsApp and Meta retain delivery records and copies under their own policies; deleting a Jalees account does not remove messages from your WhatsApp conversation.
- A child you remove: removed from the account with all their data; only the internal identifier remains, so that a device that missed the removal cannot bring the child back.
- Reports and replies: for as long as the account exists, or until you delete the report in "Help". After a report is deleted, our internal log still holds, linked to the account, its number, the reason chosen for it from the list, whether it was about a story (not which one), and what happened to it and when (its state changes, your cancelling or archiving, what the support team did with it, and the deletion); never your comment, the replies or the contact email.
- Sync receipts: 30 days.
- Usage statistics: at most 400 days, or until a parent turns them off, uses "Erase this device's data" or deletes the account from this device. They are not linked to the account, so we cannot find them through it.
- Your views of the app: at most 2 years.

- Website visit statistics: visit records with no IP address or browser description, whose visitor code links visits of one day only, kept for as long as we use the visit-counting service and deleted when we remove the website from our account there.
- Subscription records: for as long as the account exists.
- Website favourites with story identifiers and dates added, and website payment records, the encrypted payment token and renewal consent: for as long as the account exists. You can remove a story from favourites and cancel renewal in the parent dashboard to stop future charges.
- Support emails received without an account and report alerts: remain separate copies in the team's mailbox and are not automatically deleted when an account is deleted. Contact us to request deletion of your correspondence or information about what remains; report alerts contain no children's names or the text of your comments.
- Emails we send through our email provider (sign-in codes, support emails, report alerts and website payment confirmations): the email provider keeps copies of them and their delivery records for 30 days, then up to 7 days more in its backups; deleting the account does not remove them sooner.
- Database backups: each private weekly backup is kept for up to 97 days after it is made: it is deleted at 90 days and can still be restored for 7 days after that. Deleted account data may remain in them until a backup expires. Any additional backups at our database provider follow its plan; contact us for details.
- On the device: account data is removed when you sign out; children kept without an account remain until the app is deleted, its data is cleared in the device's settings on Android, or "Erase this device's data" is used in the parent area, which opens only after signing in to a family account. The device keeps each child's last 91 reading days.
- Stories downloaded to the device: until you sign out, delete the account, use "Erase this device's data" or delete the app, or until a parent removes them in "Stories on this device" in the parent area. When our server answers that the subscription has ended, the app removes the downloaded subscription stories from the device at once. If the app locked them while offline (as the Terms of Use explain), they stay on the device, locked, for at least 30 days from when it locked them, and the app removes them the first time it starts after that, unless the subscription is confirmed first. They are not copied into the device's backups.

Deleting the account: first, everything we hold for the family is deleted: the children, their reading, answers and reading days, reports and replies, emails not yet sent, subscription records and the store linking token, website favourites, website payment records, the encrypted payment token and renewal consent, the parent PIN, the consent record and sync receipts. Then the sign-in account and its data are deleted from the sign-in service, and the deletion is retried automatically if it fails; after that sign-in data remains only in the sign-in service's log of sign-ins, until the period given in "What we keep with a family account" ends. For an account that signs in with Apple, we also ask Apple to end Jalees's Sign in with Apple link, using the code Apple gave the app at the latest Apple confirmation, and we keep neither that code nor Apple's token; if that

is not possible, the app explains how to remove Jalees in the Apple ID settings. After deletion we keep a one-way fingerprint of the account identifier so that an old device cannot recreate the account, and our internal operations log refers to that fingerprint instead of the identifier.

Deleting a Jalees account does not cancel a subscription with the App Store or Google Play; the subscription is cancelled in the store's settings.

Your choices and rights

From the parent area of the app, a parent can:

- see each child's "Reading summary";
- change a child's name, age and avatar, or remove the child with their data;
- get a copy of the family's data as a file (JSON) with "Share the family's data": the account, children, reading, answers, reading days, reports and subscription records, and the consent record;
- delete a report or question for good with its replies, or cancel or archive it, in "Help", behind the same gate;
- remove the downloaded stories from this device;
- erase this device's data, and sign out;
- turn off sharing of usage statistics, which deletes the usage statistics and story likes we received from this device;
- delete the whole account.

Because these steps touch all of the family's data, the app may ask you to confirm your sign-in again before them, with a new code sent by email or on WhatsApp to the number linked to the account, or with Apple for an account that signs in with Apple: our servers accept getting a copy of the data, removing a child or the account, and changing the parent PIN only within 10 minutes of a sign-in.

In Saudi Arabia, you have rights to know the purpose and legal basis of collection, access your data and obtain a readable copy, request correction, completion or updating, request destruction of data no longer needed, and withdraw consent for processing based on it. Statutory exceptions and identity checks apply; withdrawal does not invalidate earlier lawful processing. A guardian can request the child's rights at jalees_support@elementum.com.sa; we request only what is necessary to verify identity and authority.

We respond without unjustified delay and within 30 days. Unexpected or unusual effort, or multiple requests, may justify up to 30 additional days under the regulations, with advance notice and reasons.

Families outside the Kingdom also have the rights their own countries' laws give them, as "Families outside Saudi Arabia" explains.

Families outside Saudi Arabia

Jalees is offered in Saudi Arabia and other countries, and we may add countries or stop offering it in some. This whole policy applies wherever you are, and the laws of your country may give you more rights than it sets out; where they apply, we follow them.

Write to jalees_support@elementum.com.sa to use the rights your country's laws give you, and we will answer as they require.

Wherever you are, the same rules hold: no ads, no tracking, no sale of data, the account belongs to a parent, and once there is a family account, everything about it and about purchases is behind the parent PIN (or a fingerprint or face saved on the device, where a parent turned that on for it).

Deleting the account and its data

To prevent another family trial after deleting an account and registering again with the same verified email, after deletion we retain only a keyed one-way email fingerprint, its key identifier, and the trial start and end dates. This record contains no email address, account identifier, child data or card details. We retain it while we operate the one-trial-per-email offer, then delete it when no longer needed. You can contact us about this record and your rights over it.

This section is for the Jalees app, called Jalees Kids on Google Play (جليس: قصص عربية مصوّرة للأطفال» on its Arabic listing), and for the Jalees website, both from Elementum Company For Technologies, the developer Google Play shows as "Elementum Tech." (see "Who we are"). A parent can delete the family account, and the children's data in it, at any time:

- In the app: open the parent area, then "Family account and sync", then "Delete family account". Before deleting, the app may ask you to confirm your sign-in with a new code sent by email or on WhatsApp to the number linked to the account, or with Apple for an account that signs in with Apple.
- Without the app: write to jalees_support@elementum.com.sa and identify the email or phone number linked to the account to request deletion. Do not send a sign-in code. We check that the request comes from the account holder, asking only for what is needed to verify control of the sign-in method, then delete the account as set out below. You can also install the app again and delete the account from the parent area.

What is deleted: everything we hold for the family, including the children, their reading, answers and reading days, reports and replies, subscription records, website favourites and payment records, payment confirmations waiting to be sent, the parent PIN and the consent record; then the sign-in account itself, as "Where data is kept and when it is deleted" details.

What remains for a time after deletion:

- website campaign usage totals, without the deleted family's identifiers: retained to manage campaign limits;

- database backups, until each expires: up to 97 days for our weekly backups, and our database provider's own backups as its plan sets;
- the sign-in service's log of sign-ins, for the log period of our database provider's plan;
- the hosting provider's request logs, which may hold an IP address: 14 days;
- copies of the emails we sent through our email provider (sign-in codes, support emails and website payment confirmations to the account's address), with their delivery records: 30 days, then up to 7 days more in its backups;
- usage statistics and story likes a device sent, which are not linked to the account, so we cannot find them through it: at most 400 days for the statistics and 180 days for likes, unless they were deleted from that device first (see "Usage statistics");
- copies of your emails and of report alerts in the support team's mailbox, until you ask us to delete them;
- a one-way fingerprint of the account identifier, which stops an old device recreating the account, and our internal operations log, which refers to that fingerprint instead of the identifier;
- and the records the stores and our payment provider keep under their own policies.

Deleting the account does not cancel a subscription with Google Play or the App Store; cancel it in the store's settings (in Google Play: your profile picture, then Payments & subscriptions, then Subscriptions). To delete some data without deleting the account, see "Your choices and rights".

How we look after data

- Connections to our servers are encrypted (HTTPS), and release builds of the app refuse unencrypted connections.
- The database's row-level access rules are designed to keep each family's data apart from every other family's.
- The parent PIN is kept as a one-way fingerprint, as above; after 5 wrong attempts, the PIN is not accepted for a period that grows with each further attempt.
- The sign-in session on the device is kept in the system's encrypted storage (the Keychain on iOS, the Keystore on Android).
- On Android, what the app keeps is not copied into the device's cloud backups.
- The Jalees team reaches reports only through specific roles (support and administration), and the team's actions are recorded in an internal log.

No system is free of risk. If an incident affects your data, we will notify you and the competent authorities as the law requires.

The Jalees website

The website offers story demos without an account, family accounts, reading, quizzes, favourites and subscriptions. The parent signs in with a code sent by email or on WhatsApp to a number linked to the account, or their verified email address and password. Creating or resetting a password requires a fresh email code. Use the same verified email or linked phone number to reach the same family account in the app. To add a number to an existing account, sign in to that account first and confirm the number in its details; an unlinked number or a different email may create a separate account.

The website uses essential cookies for sign-in, session management and verification of account requests, rather than advertising tracking. Favourites are saved to the family account with story identifiers and dates added. Website reading and quizzes are practice only: they are not saved as a child's progress or answers in the family account, and do not sync with the app.

The website has no advertising trackers. Operating logs at our hosting provider may retain IP addresses, request paths and ordinary connection data for 14 days. The browser contacts the payment provider during payment, as described in "Website subscriptions and payment data". If you email us, we receive your message, email address and the information you choose to include.

Visit counting: we count visits to the website's pages to learn how much it is visited, which pages are opened and where visitors come from. This works without cookies, stores nothing in the browser and makes the browser contact no other site. When a page we count is opened, the browser tells the website's server the page's address and the site the visitor came from, and the server sends our visit-counting service: the page's address, with only the link's campaign tags (utm_source, utm_medium, utm_campaign, utm_content, utm_term and ref), if it has any; the address of the site the visitor came from, without the page; the browser's description; and the visitor's IP address. It sends nothing from the family account or the cookies.

The service uses the IP address to estimate the country, region and city, and the browser's description to tell the browser, operating system and kind of device; it uses both, with a salt that changes every 24 hours and is then deleted, to count each visitor once a day, and keeps neither, so one day's visits are not linked to another's. We see totals in the service's dashboard and link them to no account. We do not count the privacy policy and terms of use pages, the copies of the website's pages that the app opens, or visits from a browser that sends a Global Privacy Control or Do Not Track signal.

Changes to this policy

If we change this policy, we publish the new version here with its effective date, tell you in the app or website before any material change, and ask for consent where applicable law requires it.

Contact

Elementum Company For Technologies

Saudi Arabia

For privacy enquiries and rights requests: jalees_support@elementum.com.sa. Please identify your message as a privacy request; do not send passwords, sign-in codes or unnecessary details about children.