

Privacy Policy for Harmo|Ny/(i)-ght Network

Last updated: July 7, 2026

OVERVIEW

This Privacy Policy explains how Harmo|Ny/(i)-ght Network handles information when you visit harmonight.com, use the public Support Center, submit reports, or open product and legal pages.

Harmo|Ny/(i)-ght Network is the public website and network surface for HarmoNight Network, Romania ("Harmo|Ny/(i)-ght", "we", "us", or "our"). This document covers the website. Product-specific privacy documents can apply to individual apps such as Reso9+.

Privacy contact: privacy@harmonight.com

SHORT VERSION

- The public website can be browsed without a Harmo|Ny/(i)-ght account.
- The website does not currently require login, cloud sync, subscriptions, advertising SDKs, or third-party analytics tags.
- Support requests require an email address because we need a way to reply.
- Reports can be submitted without an email address unless you choose to provide one for follow-up.
- Support and report forms may collect the message you submit, selected product/context, page URL, basic technical context, timestamps, and anti-abuse metadata.
- The website does not sell personal data and does not share personal information for cross-context behavioral advertising.
- Analytics, cookies, account login, cloud sync, newsletters, payments, and app subscriptions must not be added without updating this Policy and the related consent/user controls.

SCOPE

This Policy applies to harmonight.com and related public pages, including:

- the Network/Home selector;
- Labs and Reso9+ product pages;
- FAQ, Support Center, report routes, and Legal pages;
- public forms for support, reports, privacy, accessibility, and security requests; and
- website-hosted legal references for Harmo|Ny/(i)-ght products.

This Policy does not replace the privacy policies of Apple, Google, Vercel, Firebase/Google Cloud, Proton, Hostico, your browser, your operating system, your email provider, your app store account provider, or any third-party service that operates under its own terms.

CONTROLLER AND CONTACT

For GDPR, UK GDPR, Swiss data protection law, and similar laws, the controller for website-side data we decide to process is:

HarmoNight Network

Romania

Email: privacy@harmonight.com

General support: support@harmonight.com

Security reports: security@harmonight.com

We have not appointed a Data Protection Officer for the current website design. If a DPO, EU representative, UK representative, or other formal representative becomes required, this Policy will be updated.

INFORMATION YOU PROVIDE

You may provide information when you:

- send a support request;
- submit a report;
- send a privacy, accessibility, legal, or security request;
- contact us by email;
- include screenshots, logs, attachments, or technical details; or
- type information into a free-form message field.

Depending on the form, this may include:

- your email address when a reply is needed or you choose to provide one;
- your message content;
- selected platform or product, such as HarmoNight Web or Reso9+;
- request type, issue type, impact level, and related labels;
- affected page, route, or product context; and
- any information you choose to include in the message.

Do not submit passwords, payment card details, recovery codes, private keys, API tokens, medical records, government identifiers, precise location, or other private secrets unless we specifically request them through an appropriate secure channel.

TECHNICAL INFORMATION

When you visit the website or submit a form, hosting and server systems may process technical information such as:

- page URL and source route;
- request time;

- browser and device context provided by your browser;
- basic network metadata needed to deliver the page or API response;
- anti-abuse buckets or hashes used to reduce spam without storing raw IP addresses in application records;
- server logs kept by hosting or infrastructure providers; and
- success or error state for form submissions.

The website support/report API is designed to store structured support and report records without storing raw IP addresses in Firestore application records.

SUPPORT AND REPORT FORMS

Support and reports are separate workflows.

Support is for questions, privacy requests, accessibility help, account-related questions when accounts exist, and other requests that need a reply. Support requests require an email address and contact consent because we need a way to respond.

Reports are for broken behavior, content mistakes, product defects, accessibility signals, and security signals that should be reviewed. Reports can stay anonymous unless you choose to provide an email address for follow-up.

Reports submitted from the website can be routed to the same report collection used for product reports so the same problem is not split across multiple systems.

FIREBASE, VERCEL, HOSTING, AND EMAIL

The website is hosted on Vercel. Server-side API routes may write support tickets and reports to Firebase/Firestore when configured.

Firebase Admin credentials are used only server-side. They are not intentionally exposed to website visitors.

Email operations are planned around @harmonight.com addresses. Manual support can operate before automated receipt email exists. Automated receipt email from no-reply@harmonight.com must not be enabled until the email provider, templates, retention, and consent copy are approved.

COOKIES, ANALYTICS, AND TRACKING

The current public website is not intended to load third-party analytics, advertising, cross-site tracking, or behavioral advertising tags.

If analytics or cookies are added later, we will update this Policy, add the required consent controls where required, and document what provider is used, what events are collected, how long data is kept, and how users can manage choices.

We do not sell personal data. We do not share personal information for cross-context behavioral advertising.

HOW WE USE INFORMATION

We use information only as needed to:

- operate and secure the website;
- receive and review support requests;
- receive and triage reports;
- respond to privacy, accessibility, legal, support, or security requests;
- debug website, route, API, and product issues;
- prevent spam, abuse, fraud, and security attacks;
- maintain records needed for legal, safety, compliance, or operational purposes;
- improve public pages and product reliability based on submitted feedback; and
- comply with applicable laws, platform rules, and lawful requests.

LEGAL BASES FOR EEA, UK, AND SWISS USERS

Where GDPR, UK GDPR, Swiss data protection law, or similar law applies, our legal bases may include:

- Contract: to provide requested website pages, support handling, product information, and public legal references.
- Legitimate interests: to secure the site, prevent abuse, debug problems, handle reports, improve reliability, protect rights, and maintain public support/legal operations.
- Consent: where you choose to submit optional information, request follow-up for a report, or where future analytics/cookie consent is required.
- Legal obligation: to comply with laws, platform obligations, accounting, tax, consumer protection, accessibility, privacy, and lawful requests.
- Vital interests: only in rare cases where processing is necessary to protect someone from serious harm.

SHARING AND SERVICE PROVIDERS

We may share limited information with service providers only when needed for the purposes described in this Policy, such as:

- website hosting and deployment;
- database and server infrastructure;
- email and support communication;
- security, abuse prevention, and operational logging;
- legal, accounting, or compliance support; and
- app store or platform operations when product pages are involved.

We may also disclose information if required by law, to respond to lawful requests, to protect rights and safety, to investigate abuse, or as part of a business transfer with appropriate safeguards.

INTERNATIONAL TRANSFERS

HarmoNight Network is planned and operated from Romania. Website infrastructure, support providers, email providers, and platform providers may process data in the EEA, the United States, Canada, or other countries.

Where required, international transfers should rely on appropriate safeguards such as adequacy decisions, Standard Contractual Clauses, Data Processing Agreements, Data Privacy Framework participation, or equivalent provider mechanisms.

RETENTION AND DELETION

Support tickets are kept only as long as reasonably needed to respond, maintain operational records, protect rights, comply with law, and improve the service.

Reports are kept only as long as reasonably needed for triage, debugging, security, product improvement, accessibility improvement, and legal needs.

Server logs and provider logs may have separate retention periods controlled by the provider or configuration.

To request deletion of information we control, contact privacy@harmonight.com. We may need to verify that you are connected to the request before acting on it.

YOUR PRIVACY RIGHTS

Depending on where you live, you may have the right to:

- request access to personal data we hold about you;
- request correction of inaccurate or incomplete data;
- request deletion of personal data;
- request restriction of processing;
- object to processing based on legitimate interests or direct marketing;
- request a portable copy of data you provided;
- withdraw consent where processing is based on consent;
- opt out of sale, sharing, targeted advertising, or certain profiling where local law provides that right;
- limit certain uses of sensitive personal information where local law provides that right;
- complain to a data protection authority; and
- appeal or challenge certain privacy decisions where local law provides that right.

To exercise rights, contact privacy@harmonight.com.

CALIFORNIA PRIVACY NOTICE

This section is intended for California residents and uses terms from the California Consumer Privacy Act as amended by the California Privacy Rights Act (CCPA/CPRA). It also provides a practical transparency baseline even if HarmoNight Network does not meet CCPA business thresholds at a given time.

The website may handle identifiers such as an email address if you submit support, user-provided content such as messages, internet or electronic activity needed to run the website and API, and technical context needed for security and debugging.

We do not sell personal information for money. We do not share personal information for cross-context behavioral advertising.

Where CCPA/CPRA applies, California residents may have rights to know, access, delete, correct, opt out of sale or sharing, limit certain uses of sensitive personal information, use an authorized agent, and not be discriminated against for exercising rights. Contact privacy@harmonight.com to exercise these rights.

CHILDREN'S PRIVACY

The website is not directed to children under 13. We do not knowingly collect personal data from children under 13.

If the law in your country requires a higher age or parental consent for digital services, you may use the website only if you meet that requirement or have permission from a parent or legal guardian.

If you believe a child has provided personal data without appropriate consent, contact privacy@harmonight.com.

SECURITY

We use reasonable technical and organizational measures appropriate to the current website design. No website, device, network, or storage system is completely secure.

You are responsible for keeping your device, browser, email account, app store account, and credentials secure.

For responsible security reports, contact security@harmonight.com.

CHANGES TO THIS POLICY

We may update this Policy from time to time. When changes are material, we will update the "Last updated" date and, where required, provide notice through the website, product pages, app release notes, or another reasonable method.

CONTACT

For privacy questions, rights requests, deletion requests, accessibility-related privacy requests, or complaints, contact:

HarmoNight Network

Romania

Email: privacy@harmonight.com