Privacy policy

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Tinybridge Ventures Private Limited, at WeWork Galaxy, 43 Residency Road, Richmond Town, Bangalore 560025, Karnataka, India, runs catsofkochi.com and is responsible for the personal data it collects, under the Digital Personal Data Protection Act, 2023 and the Information Technology Act, 2000. Write to us at hello@catsofkochi.com.

This page covers reading the site, your account, and the emails we send. Buying from the shop is covered by the shop's privacy policy.

Reading the site

You can read everything here without an account. We count visits with Plausible, run on our own server; it sets no cookies and does not identify you. If you answer "Did you like this?", we record your answer and the page it was on, without your name. The question is loaded from friendraiser.app, which can see your IP address and browser on the pages that load it, whether or not you answer. Your answer is sent to forms.folktaler.com, our survey service, which can see your IP address and browser when you answer. Our servers keep ordinary logs of each request — IP address, browser and the page asked for — for 90 days, to keep the site running and secure.

Searching the site

As you type in the search box, the site suggests pages that match your words. This keyword search runs on our own server.

When you press Enter or choose Search, we also look for pages that match the meaning of your question. We send your question, exactly as you typed it, to our own meaning-search service. We check only that it is a normal request. We do not remove or change anything in it, so it can contain anything you typed, including a name.

Two hosted services may also be used:

- **Mercury** may receive your question so it can write a clearer version. We then search with that version as well.
- **Voyage** may receive your question, together with text from published pages of this site, so it can put the results in a better order.

Private replies from our community and our own private notes are not part of public search. We do not send them to Mercury or Voyage. Both have their own terms for what they do with what they receive.

Our meaning-search service keeps a record of each question. It is not linked to a site account or to any ID that follows you from one visit to the next. A clean-up job runs every hour to delete these records. If it fails, we pause new meaning searches once we detect it, and the records stay until the clean-up works again. Keyword search carries on. The site does not put your question in the page address, your browser history or your browser's stored data.

To stop misuse, we count requests by network address (the number that identifies a connection to the internet). These counts are temporary. We do not use them to build a profile of any visitor.

How you sign in

With a six-digit code we email you, with Google, or with Apple. There are no passwords. Sign-in runs on our own service at auth.catsofkochi.com.

If you sign in with Google, Google tells us your name, email address, profile picture and an account number it uses for you, and gives us sign-in tokens, which we keep with your account. We ask for nothing else, use these only to create your account and sign you in, do not use the tokens to read anything from your Google account, and never post anything on your behalf.

cats of kochi's use and transfer of information received from Google APIs adheres to the Google API Services User Data Policy, including the Limited Use requirements.

If you sign in with Apple, Apple tells us an account number it uses for you and an email address, and gives us sign-in tokens, which we keep with your

account. The address is your own, or, if you choose Hide My Email, a private address at privaterelay.appleid.com that Apple forwards to you; the first time, Apple also tells us your name if you choose to share it. We use these only to create your account and sign you in.

What we keep

- **Your account:** your email address, and the first name and avatar colour you choose, if you choose them.
- **What you save:** the places, stories, events, facts, photographs and walks you save.
- **Sign-in sessions:** when you signed in, and the IP address and browser you used, so you stay signed in and so we can stop misuse.
- **Guide requests:** the email address you ask us to send a guide to, the places you picked, and when we sent it.
- **Enquiries:** when you write to a place through the site, a copy of the email we sent the place for you: your name, email address and message, which place, and when.
- **Page feedback:** if you answer "Did you like this?", your answer and the page it was on. Not your name, email or account. We also still hold earlier answers to "Is this page useful?": the answer, the reason picked and anything typed, with the page it was on.

Your account here is separate from any account on our other sites. We do not combine them.

Emails

When you ask for a guide or a sign-in code, we send what you asked for — for a guide made from places you picked, also a short note that it is on its way. Asking for a guide does not sign you up for anything.

You get our newsletter only if you ask for it: by ticking the box to receive it, or by giving your email address in the newsletter sign-up at the foot of each page. If you use the sign-up, you get an email with a confirmation link, and you are added only after you click it. Your address goes straight to

the newsletter list in Ghost (friendraiser.app) and nowhere else on this site. Every newsletter has an unsubscribe link; one click stops it.

Guides, the Biennale book and enquiries are sent by Listmonk, on our own server, through Mailgun. Sign-in codes are sent by our sign-in service. The newsletter is sent by Ghost: its confirmation email through Amazon SES, from noreply@friendraiser.app under the name “cats of kochi”, and each issue through Mailgun.

Who else sees it

- **Friendraiser (friendraiser.app)** serves the "Did you like this?" question, so it can see your IP address and browser on the pages that load it, whether or not you answer.
- **The place you write to** receives your enquiry — your name, email address and message — so it can reply to you.
- **Google**, if you choose to sign in with it, sees that you signed in to this site.
- **Apple**, if you choose to sign in with it, sees that you signed in to this site, and passes on our emails to you if you hid your address.
- **Hetzner** (Germany) hosts the site's data and the sign-in service; **Cloudflare** delivers the pages.
- **Mailgun** carries the emails we send you.
- **Mercury**, if it is used for a search, may receive your question so it can write a clearer version.
- **Voyage**, if it is used for a search, may receive your question and text from published pages of this site so it can put the results in order.
- **Amazon Web Services** (SES) carries the newsletter's confirmation email.
- **Authorities**, where the law requires it.

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

Cookies

Signing in sets a cookie on auth.catsofkochi.com that keeps you signed in (Google and Apple sign-in also set short-lived ones that protect the hand-

off, removed when it finishes), and the site sets one that remembers you are signed in. None is used for advertising.

How long we keep it

- "Did you like this?" answers and earlier "Is this page useful?" answers: no end date is set. They carry no name, so we cannot find one person's answer to delete it.
- Your account and what you saved: until you delete your account.
- Sign-in sessions: until they expire or you sign out.
- Sign-in codes: ten minutes, then they stop working.
- Guide requests and enquiry records: until you ask us to delete them. Deleting your account does not remove these, because they are kept by email address; write to us and we will.
- Server logs: 90 days.
- Search questions held by our meaning-search service: deleted by a clean-up job that runs every hour. If the job fails, they stay until it works again.

What you can ask us to do

You can delete your account yourself from your account page; that deletes your account and what you saved. To see or correct your data, or for anything else, write to hello@catsofkochi.com. You can also remove our access to your Google account from Google's own security settings, or stop using Sign in with Apple for this site from your Apple Account's settings.

If we have not settled a complaint, the grievance officer named on the contact page acknowledges it within 48 hours and resolves it within one month. You can also complain to the Data Protection Board of India.

Changes

If we change this page, the date at the top says when.