

One Story Journal Privacy Policy

Last Updated: 16 February 2026

One Story Journal (“One Story,” “we,” “our,” or “us”) is committed to protecting your privacy and safeguarding your personal information.

This Privacy Policy explains how we collect, use, process, store, and protect information when you access or use our physical journal, mobile application, AI-powered features including Nova (“AI Services”), website, and related services (collectively, the “Services”).

By using the Services, you acknowledge that you have read and understood this Privacy Policy.

1. Important Notice Regarding AI Services

Nova and other AI features provided through the Services:

- Are automated software systems
- Do NOT provide medical advice
- Do NOT provide psychological advice
- Do NOT provide therapy or counseling
- Do NOT provide psychiatric services
- Do NOT provide legal, financial, or professional advice
- Do NOT diagnose, treat, prevent, or cure any condition

The AI Services are for informational and personal development purposes only.

You should not rely on Nova as a substitute for licensed medical professionals, physicians, therapists, psychologists, psychiatrists, attorneys, financial advisors, or other qualified professionals.

If you are experiencing a medical emergency or mental health crisis, seek immediate assistance from a licensed professional or emergency services.

Use of the AI Services is at your own discretion and risk.

2. Information We Collect

We collect information necessary to operate, improve, and secure the Services.

A. Information You Provide

- Name
- Email address
- Account credentials
- Purchase and payment information
- Journal entries and written reflections
- Goals, check-ins, and progress inputs
- Communications with support

B. Automatically Collected Information

- Device type and identifiers

- IP address
- Browser and operating system
- App interaction data
- Usage behavior
- Performance diagnostics
- Log data

C. AI-Processed Content

Journal entries and reflections may be processed by automated systems to generate personalized prompts, insights, and coaching outputs.

3. How We Use Your Information

We use your information to:

- Provide and personalize the Services
- Generate AI-driven prompts and insights
- Track goal progress and performance metrics
- Improve AI personalization accuracy
- Maintain security and prevent fraud
- Process transactions
- Communicate service-related updates
- Comply with legal obligations

We do not sell your personal information.

4. Legal Basis for Processing (International Users)

For users located in jurisdictions requiring a legal basis for processing (including the European Economic Area and United Kingdom), we process data under the following lawful bases:

- Performance of a contract
- Legitimate business interests
- Compliance with legal obligations
- Consent (where required)

5. AI Processing and Model Improvement

Your journal content may be processed by AI systems to generate outputs.

We may use anonymized and aggregated data to:

- Improve system performance
- Enhance personalization
- Analyze product effectiveness

Anonymized data cannot reasonably be used to identify you. We do not make your private journal entries publicly available.

Where third-party AI infrastructure providers are used, they process data under contractual confidentiality and data protection obligations.

6. Data Sharing

We may share information with trusted service providers solely for:

- Payment processing
- Cloud hosting
- AI processing infrastructure
- Analytics
- Security monitoring

These providers are contractually bound to safeguard information.

We may disclose information:

- To comply with legal obligations
- To enforce our Terms
- To protect rights, safety, or property

We do not sell, rent, or share your phone number, SMS/RCS opt-in data, or messaging consent with third parties for their marketing or promotional purposes.

7. Data Security

We implement commercially reasonable administrative, technical, and physical safeguards designed to protect your information.

These measures include:

- Encrypted data transmission
- Secure cloud hosting environments
- Access controls
- Monitoring and logging systems

However, no system can guarantee absolute security.

8. Data Retention

We retain information only as long as reasonably necessary to:

- Provide Services
- Maintain accounts
- Comply with legal obligations
- Resolve disputes
- Improve products in anonymized formats

Upon account deletion, identifiable personal data will be deleted or de-identified within commercially reasonable timeframes, subject to legal requirements.

9. Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal information
- Correct inaccurate data
- Request deletion

- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent (where applicable)

California residents may have additional rights under applicable privacy laws, including the right to request disclosure of information collected and shared.

To exercise rights, contact: support@onestory.me

We may verify identity before fulfilling requests.

10. Children's Privacy

The Services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from minors.

If we become aware of such collection, we will take appropriate steps to delete the information.

11. International Data Transfers

Information may be processed in the United States or other jurisdictions where we or our service providers operate.

Where required, appropriate safeguards are implemented for cross-border data transfers.

12. Data Breach Notification

In the event of a data security incident affecting personal information, we will take appropriate steps consistent with applicable law, including notification where required.

13. Governing Law and Disputes

Your use of the Services is also governed by our Terms of Service, which contain important provisions regarding dispute resolution, limitation of liability, and arbitration.

We strongly recommend reviewing the Terms of Service carefully.

14. Changes to This Policy

We may update this Privacy Policy periodically. Material changes will be communicated as required by law. Continued use of the Services after updates constitutes acceptance.

15. Contact

For privacy inquiries: support@onestory.me