

ReMoment Privacy Policy

Effective Date: 15 September 2026 | Last Updated: 17 September 2026

Important Notice

ReMoment uploads the original photos you select to its servers and uses a third-party artificial intelligence service to generate restored results. Photos may contain sensitive content, including facial images. We do not use photos for facial recognition or identity identification, and we do not use your photos to train general-purpose artificial intelligence models. Before uploading a photo, please ensure that you are authorised to process its content.

1. Introduction and Scope

This Privacy Policy explains how SOLGRID TECHNOLOGY PTE. LTD. ("we", "us" or "our") collects, uses, stores, shares and protects personal data when you register for, access or use the ReMoment iOS and Android applications and related customer support services, and how you may exercise your rights.

Operator: SOLGRID TECHNOLOGY PTE. LTD., with its registered address at 24 SIN MING LANE, #06-97, MIDVIEW CITY, SINGAPORE 573970. For privacy matters, please contact us at contact@solgrid.com.

ReMoment is offered in markets outside Mainland China. We do not currently offer the service in Mainland China. If you are located in Mainland China, please do not register for or use ReMoment.

This Policy should be read together with the ReMoment Terms of Use, in-app purchase information and other applicable rules. Where the mandatory laws of a jurisdiction provide you with a higher level of protection, those laws will prevail.

2. Definitions and Our Role

2.1 Key Terms

Term	Meaning
Personal Data	Information that, on its own or together with other information, identifies, relates to or can reasonably be linked to a particular individual.
User Content	Original photos, written descriptions and feedback materials that you submit, together with restored results generated for you by ReMoment.

Usage Data	Device, log, purchase, points-consumption, feature-usage, fault and security-incident data.
Service Provider	A third party that provides cloud hosting, AI processing, authentication, payment, customer support or security services on our behalf.

2.2 Our Role in Processing Personal Data

For processing activities relating to account management, photo processing, in-app purchases, the points ledger, customer support, product improvement, security and fraud prevention, we generally act as the data controller or the equivalent responsible organisation under applicable law, because we determine the purposes and means of processing. Service providers may process personal data only on our instructions and under applicable contracts, except where they independently process data for their own compliance purposes.

3. Information We Collect

Category	Specific Information	Direct Purpose
Account and Sign-In	Email address, account ID, sign-in status, and necessary identity identifiers returned by Apple or Google sign-in.	Create and protect the account, verify identity and synchronise entitlements.
Photos and Generated Content	Original photos you choose to upload, metadata that may accompany those photos, restoration instructions and generated results.	Perform photo restoration, display historical results and respond to support requests that you initiate.
Purchases and Points	Points package purchased, price and currency, transaction/order identifier, purchase status, points balance, records of the deduction of 5 points for each restoration or enhancement task, and refund and entitlement-verification records.	Credit and deduct points by task, reconcile transactions, process refunds, and identify repeated claims or abnormal refunds.
Device and Logs	IP address, device type, operating system, app version, language, time zone, request time, errors, performance logs and security logs.	Provide the service, troubleshoot, compile statistics, maintain security and prevent misuse.

Feedback and Support	Ratings, comments, emails, issue descriptions, and images or other materials that you voluntarily provide.	Handle enquiries, assess restoration quality and improve the product.
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ReMoment currently sells points packages only through in-app purchases on the Apple App Store and Google Play. We record points-package purchases, points credited, task deductions and refund status so that we can provide the service and verify entitlements. Payment credentials are processed by the relevant app store; we do not receive your full payment card number or payment password.

4. Photos, Facial Images and Device Permissions

4.1 Photo Processing

- After you select a photo, ReMoment uploads it to our servers and sends it to a third-party AI service only to the extent necessary to complete the restoration or enhancement task.
- Once processing is complete, the restored result is linked to your account and made available for you to view, download or delete.
- Safety systems may automatically reject requests that breach applicable law, platform rules or model-safety requirements.

4.2 Facial Images

Photos may contain faces. We process those pixel data only to perform the image restoration you select. We do not carry out facial recognition, identity verification or identity inference, and we do not create or retain facial-feature templates for identifying individuals.

4.3 Permissions

ReMoment requests access to your photos or media library only when you actively select a photo. If we offer a photo-capture feature in the future, we will request camera permission only when you use that feature. You may withdraw a permission in your device settings, but the relevant feature may then be unavailable.

Do not upload any photo that you are not authorised to process, or any content containing highly sensitive information about another person unless you have a lawful basis or the necessary consent.

5. How We Use Information and Our Bases for Processing

Purpose of Processing	Information Used	Typical Basis
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Provide the Core Service	Account, photos, generated results, points balance and deduction records	Performance of our contract with you; obtaining any authorisation or consent necessary for photo access and upload.
Complete Purchases and Reconciliation	App-store transaction identifier, purchase status and points ledger	Performance of our contract; compliance with tax, financial or consumer-protection obligations.
Security and Misuse Prevention	Device, log, transaction, points-consumption, refund and abnormal-behaviour records	Our legitimate interests in protecting users and the service; compliance with platform or legal obligations.
Customer Support	Account, support ticket, feedback and attachments that you voluntarily provide	Performance of our contract and response to your request; consent where additional sensitive material is involved and consent is required.
Product Improvement	Feature-usage data, error logs, ratings and feedback	Our legitimate interests, or consent where required by applicable law.
Legal Compliance	Account, transaction, security or communication records relevant to the request	Compliance with legal obligations, dispute resolution and protection of legal rights.

Where we rely on consent to process data, you may withdraw that consent. Withdrawal does not affect the lawfulness of processing carried out before withdrawal. If particular data are necessary to provide a core feature, refusing or withdrawing consent may mean that we can no longer provide that feature.

6. AI Processing, Model Training and Product Improvement

We do not use your original photos, restored results or prompt content to train ReMoment or any third party's general-purpose artificial intelligence models, and we do not authorise external AI services to use them for training. The relevant data processing remains subject to our contracts with service providers and their applicable data policies.

Ratings, written comments and fault information that you choose to submit may be used to assess feature performance and improve ReMoment. Unless you voluntarily attach a photo to feedback or a support request, we will not access additional photo content merely because you submit a rating.

We may aggregate or de-identify data to analyse service performance, capacity and feature-

usage trends. We do not attempt to re-identify data that have been effectively de-identified.

7. How We Share Information

We do not sell or rent your personal data, and we do not use your photos or account data to serve third-party advertisements. We disclose information only to the extent necessary in the following circumstances:

Recipient	Information That May Be Received	Purpose
Third-Party AI Service Providers	Original photos, restoration instructions and context necessary for generation	Perform photo restoration or enhancement and necessary safety checks.
Cloud Hosting and Storage Providers	Account data, photos, generated results, databases and operational logs	Host the app, store data, transmit content, maintain backups and provide security protection.
Apple and Google	Sign-in identity identifiers; in-app product, transaction and refund status	Third-party sign-in, points-package payment, purchase-entitlement verification, refunds and store compliance.
Professional Advisers and Competent Authorities	Data reasonably necessary for the particular matter	Audits, legal claims, regulatory requirements, fraud investigations, or protection of personal and system security.
Transaction Parties	Data necessary to complete a merger, financing, restructuring or asset transfer	Carry out a corporate transaction subject to confidentiality and applicable law.

We require service providers that process personal data on our behalf to implement appropriate security measures and to process the data only for the agreed purposes.

8. Data Security

We implement administrative, technical and organisational measures appropriate to the nature and risks of the data, including access controls, transmission safeguards, logging, least-privilege access, vendor management and security-incident response. Only personnel or service providers who genuinely need the data to perform their duties may access it.

We do not routinely review photos manually. Authorised personnel may view relevant content in a controlled environment only where necessary to respond to a customer-support request that you submit, investigate a security incident, comply with a legal obligation, or protect users and

the service.

No internet transmission or electronic storage system can be guaranteed to be completely secure. If a data incident is likely to pose a significant risk to you, we will take remedial steps in accordance with applicable law and notify you or the competent authority where required.

9. Data Retention and Deletion

Data Category	Retention Principle
Original Photos and Restored Results	Retained until you delete the relevant content. They remain available during the pending-deletion period and are deleted from active systems when the period ends if you do not successfully sign in again within 30 days. Backups are overwritten or deleted within their rotation cycle unless the law requires otherwise.
Account Data	Retained while the account remains active and during the 30-day pending-deletion period. Signing in again cancels the request; otherwise, the data are deleted or irreversibly anonymised when the period ends.
Purchase, Points and Refund Records	A limited set of records is retained for the period necessary to process app-store refunds, reconcile transactions, resolve disputes, prevent fraud and comply with legal obligations. These records are not used to restore a deleted account, content or points.
Logs and Security Records	Retained for the shortest reasonable period needed for troubleshooting, security and fraud prevention, then deleted or de-identified.
Support and Feedback	Retained until the matter is resolved and any reasonable dispute-resolution period has expired. Non-essential attachments you voluntarily provide are deleted as soon as reasonably practicable.

An account-deletion request is subject to the 30-day pending-deletion period described in Section 11.2. During that period, we retain the account and associated data so that you may withdraw the request and continue using any remaining points, or submit a refund request to the relevant app store. If the period expires without withdrawal, we delete the account data and any remaining points expire at the same time. We retain only limited records needed for purchases, refunds, disputes, taxation or fraud prevention, and only to the extent and for the period necessary.

10. Cross-Border Transfers

ReMoment is operated by a Singapore company and uses service providers that may be located outside your country or region. Your data may be transferred to Singapore, the United States, or other countries or regions in which our service providers operate. Data-protection standards may differ between jurisdictions.

In accordance with applicable law, we use contractual arrangements, vendor reviews, security controls and other necessary safeguards to ensure that overseas recipients provide protection appropriate to the risks. You may contact us using the email address in Section 16 to obtain further information about these safeguards.

11. Your Choices and Rights

Depending on the laws that apply where you live, you may have the right to request access to, correction or deletion of, restrictions on the processing of, or a copy of your personal data; to object to certain processing; to withdraw consent; and to lodge a complaint with a competent authority. Some rights may be subject to identity verification, legal exceptions and technical feasibility.

11.1 Deleting Photos and Generated Results

You may delete original photos or restored results in ReMoment at any time. Deletion does not affect transaction, security and dispute-resolution records that we are required or permitted by law to retain.

11.2 Deleting Your Account

You may submit a request in ReMoment under Settings — Account — Delete Account, or contact us at contact@solgrid.com. We may require reasonable identity verification and confirmation. When you submit the request, we will display your remaining points and ask you to choose whether to postpone deletion and use the points first, proceed with the deletion request, or submit a refund request to the app store through which you made the purchase. Once the request has been accepted, we will tell you the acceptance time, expected deletion date and consequences of signing in again.

From the date on which the request is successfully submitted, your account enters a pending-deletion period of 30 consecutive days. Successfully signing in again with the same account during that period will be treated as withdrawal of the request. We will notify you at sign-in and confirm the cancellation; your account, photos, restored results and any valid unused points will remain available. Merely opening the app, receiving a store transaction or refund notification, or making an unsuccessful sign-in attempt does not constitute withdrawal.

If you do not successfully sign in again during that period, at the end of the 30th day we will automatically delete account information, sign-in links, original photos, restored results,

generation tasks, feedback and other data that are no longer needed, and the account will no longer be accessible. Any unused points will expire at the same time. We will notify you after completion. For an account created using Sign in with Apple, we will revoke the relevant sign-in token. Backup copies are handled as described in Section 9.

During the pending-deletion period, you may sign in again to withdraw the deletion request and continue using your remaining points, or submit a refund request to the app store through which you made the purchase. Apple App Store or Google Play will decide refund eligibility, scope and amount under its rules, taking into account order usage and applicable law. Submitting an account-deletion request does not mean that a refund will necessarily be approved.

Deleting your account does not automatically initiate an app-store refund. Once the account has been permanently deleted, any unused points will expire and cannot be transferred, restored or credited to a newly registered account. Account deletion does not affect any consumer rights you have under applicable law.

A refund request that has been submitted but not completed may continue to be processed under the applicable app-store rules. To process refunds and transaction disputes, comply with tax and reconciliation obligations, and prevent fraud, we may retain for the necessary period a minimum set of order identifiers, records of points credited and consumed, and refund status. We will not use those records to restore a deleted account, photo, restored result or points balance.

If applicable law requires earlier deletion, please contact us at contact@solgrid.com. We will process your request in accordance with the law and explain any data that we must retain.

11.3 Exercising Your Rights

Please contact us at contact@solgrid.com. We will respond within the period required by applicable law and explain why we cannot fully comply with a request, where relevant. We generally do not charge a fee for the exercise of privacy rights, but may take reasonable measures in respect of requests that are manifestly unfounded, repetitive or excessive, where permitted by applicable law.

12. Age Requirements and Minors

ReMoment is not directed to children under 14, and you must be at least 14 years old to use it. If your jurisdiction requires a higher age for independent consent, a parent or legal guardian must consent to and supervise use by anyone below that age.

If we learn that we have collected a child's personal data without valid authorisation where the child is below the applicable age, we will take reasonable steps to delete it. A parent or guardian may contact us at contact@solgrid.com.

13. Security, Fraud and Abusive-Refund Prevention

To protect paying users and manage AI-processing costs, we record each points-package purchase, points credited, the deduction of 5 points for each photo restoration or enhancement task, balance verification and refund status. We associate these records with the account and necessary device or security logs to identify repeated claims, abnormally rapid consumption, continued use after a refund, account sharing or other suspected fraud.

If a transaction is reversed or refunded, we may withdraw corresponding unused points, adjust the balance, or restrict the relevant account from continuing to use paid features where we have sufficient grounds to do so. Measures with significant effects are reviewed against transaction records, points consumption and security signals. You may challenge such a measure using the contact details in Section 16. The ReMoment Terms of Use and applicable app-store rules govern the specific purchase, refund and points rules.

14. Third-Party Services and External Links

Apple and Google may process data that they collect directly as independent organisations under their respective privacy policies; please also review those third-party policies. Third-party AI service providers engaged by us receive relevant data only to the extent necessary to provide image processing. The scope of such disclosure is described in Section 7.

As at the effective date of this Policy, ReMoment does not display third-party advertising. We do not currently use advertising-tracking technologies through ReMoment. If we introduce new analytics, crash monitoring, push-notification or advertising services that materially change our processing activities, we will update this Policy before enabling them and obtain your consent where required by applicable law.

15. Changes to This Policy

We may update this Policy to reflect changes in features, service providers, law or security practices. For material changes, we will notify you through an in-app notice, an updated effective date or another method required by applicable law. Changes that require consent will take effect only after consent has been obtained. We encourage you to review the latest version periodically.

16. Contact Us and Complaints

If you have any questions about this Policy, our processing of personal data or a rights request, please contact:

Item	Information
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Operator	SOLGRID TECHNOLOGY PTE. LTD.
Registered Address	24 SIN MING LANE, #06-97, MIDVIEW CITY, SINGAPORE 573970
Privacy Contact Email	contact@solgrid.com

You may also lodge a complaint with the data-protection authority in your jurisdiction in accordance with applicable law. In Singapore, the relevant authority is the Personal Data Protection Commission (PDPC).