Privacy Policy

Last updated November 4, 2026

Float Tech LLC ("Float Tech LLC", "we", "us", "our") respects your ("you", "your") right to privacy. This Privacy Policy explains what information we collect when you use the following apps, why, who we share it with, how long we keep it, and the choices you have: The Audio Converter, The Document Converter, The Ebook Converter, The Image Converter, The Vector Converter, The Video Converter and The File Converter, on iOS, iPadOS, Mac or any other platform, and their websites and related services (each an "App", together the "Apps" or the "Converter Suite").

We may change this Privacy Policy from time to time. When we do, we will update the date above, and if the change is significant we will tell you in the Apps.

1. The short version

- **No accounts.** We never ask for your name, email address or phone number to use the Apps.
- **Many conversions never leave your device.** Audio, video and most image conversions run on your iPhone, iPad or Mac.
- **Files we convert on our servers are deleted quickly.** They are renamed with a random code, used only for your conversion, and deleted within 24 hours at most.
- **No advertising and no tracking.** The Apps show no ads, don't use the advertising identifier (IDFA), and don't track you across other companies' apps or websites. We don't sell your information.
- **We collect a limited amount of usage, crash and purchase data** to keep the Apps working, to improve them and to measure our App Store ads. Usage and crash data aren't linked to your identity. Our ad measurement links installs and purchases to IDs the App Store gives your Apple Account (see "Advertising measurement").

2. Information we collect and why

Files you convert

When a conversion runs on your device, your file stays on your device.

When a conversion needs our servers (for example, many document, ebook and vector formats):

- The App uploads your file over an encrypted connection to our conversion service, which runs on Cloudflare. Some older versions of the Apps use our previous conversion service instead, hosted on DigitalOcean with file storage on Google Cloud; it works the same way, deletes your file once the App has downloaded the result, and deletes every file within 24 hours.
- The file is renamed with a random code before it leaves your device. Your original file name is never sent to us or to our conversion partners.

- Our conversion service passes the file to one of our conversion partners, CloudConvert, OnlineConvert or Qencode, which converts it and returns the result to the App.
- We delete your uploaded file as soon as the conversion finishes or is canceled, and the converted file as soon as the App has downloaded it. Anything left over is deleted automatically: converted files after 12 hours, and every file on our storage after 24 hours. Qencode deletes its copies on its own schedule.
- We use your files only to convert them. We don't look at them, keep them, or use them for any other purpose.

When a conversion fails, our conversion service may use an AI service (through OpenRouter) to write a clear error message for you. It receives only the file formats, your language and the error text from the conversion partner, with file names, links and other identifiers removed. It never receives your file.

Device and app identifiers

To prevent abuse of our conversion service, the App creates a random install ID and keeps it on your device. Our conversion service receives a code derived from it, the App's name and version, and your preferred language, together with each conversion, and records the file formats, the file size, your country (from your IP address) and the result. This is not linked to your identity.

Usage data (Firebase Analytics)

We use Google Firebase Analytics to understand how the Apps are used, for example which formats are converted most, how many conversions succeed, which screens are viewed, and when a purchase is made. Firebase receives events and a random app instance ID, your device model, operating system and app version, and your approximate location (country and region), which Firebase derives from your IP address. These events never include your files or file names. We don't give Firebase your name, email or any user ID.

Crash and error reports (Firebase Crashlytics)

When an App crashes, or a task such as a conversion, import, save or purchase fails, Firebase Crashlytics receives a report with the technical details: the error, the step that failed, the file formats and an approximate file size, your device model, operating system, free memory and storage, and a random installation ID. Reports never include your files or file names.

Purchases

Purchases and subscriptions are handled by Apple. We never receive your payment information or your Apple Account details. The App receives the information it needs from Apple to unlock Premium Pass (which product you bought, and whether a subscription is active, in a trial or has ended), and records purchase events in Firebase Analytics and in our advertising measurement (below).

Advertising measurement (Apple Ads)

We advertise the Apps on the App Store with Apple Ads. To learn which of our ads lead to installs and purchases, the App sends our own measurement service (appcommand, operated by us):

- a one-time attribution token from Apple's AdServices framework, which we exchange with Apple for the campaign, ad group, keyword and ad that led to the install, if any;
- a random install ID created by the App, the App's version, your operating system version, device model, language, region and App Store country;
- purchase events: trials, subscriptions, renewals, cancellations, refunds and one-time purchases, with the product, price and currency, and when you open a Premium Pass screen;
- the App Store's IDs for this App's download (the app transaction ID) and for each purchase (the original transaction ID). The App Store creates them for your Apple Account, so they stay the same when you reinstall the App or use another device. We use them to tell installs and purchases apart, and to get renewals, refunds and cancellations from Apple's App Store Server API, even if you don't open the App again.

Because of these App Store IDs, this data is linked to you. It doesn't include your name, email address or Apple Account details, and we don't use it to find out who you are. This is not tracking: Apple's AdServices framework doesn't use the advertising identifier and gives us no information about you, and we don't combine this data with data from other companies. We delete the attribution token as soon as Apple has answered.

Notifications

With your permission, an App may show a notification on your device when a long conversion finishes while the App is in the background. These notifications are created on your device; we don't send push notifications or marketing messages.

Support requests

If you contact our support, through the App or by email, we receive your email address and whatever you choose to tell us, such as the file types you converted and any error messages. We use this only to help you and keep it for our records.

3. Who we share information with

We share information only as described in this policy:

- **Service providers** that process it on our behalf and under our instructions: Cloudflare (hosting and storage for our conversion service), DigitalOcean and Google Cloud (our previous conversion service), CloudConvert, OnlineConvert and Qencode (file conversion), OpenRouter (error messages), Google Firebase (analytics and crash reports), Vercel (hosting for our measurement service) and our helpdesk provider. They may use the information only to provide their services to us, and must protect it at least as well as this policy does.

- **Apple**, to verify Apple Ads attribution tokens and to process purchases.
- **To comply with the law or protect rights**, if we believe it's necessary to respond to legal process, to investigate or prevent fraud or abuse of our services, or to protect the rights, property or safety of our users or others.
- **In a business transfer**, if Float Tech LLC is reorganized, sold or merged, to the successor, which must continue to protect it as described in this policy.

We don't sell or rent your information, and we don't share it with advertisers or data brokers.

4. How long we keep it

- Files you convert on our servers: deleted as soon as they're no longer needed for your conversion, and in any case within 24 hours (see section 2).
- Conversion records on our servers (app, version, formats, file size, country, result and the derived install code, without the file or its name): 90 days, to operate the service and prevent abuse. After that we keep only daily totals that can't be linked to anyone.
- Firebase Analytics events: up to 14 months.
- Crashlytics crash and error reports: 90 days.
- Advertising measurement data: as long as needed to measure the results of our advertising; we delete it on request.
- Support requests: as long as needed to help you and for our records.

5. Your choices and rights

- **Use the Apps without an upload.** Conversions that run on your device never send your file to us.
- **Delete files from your device** at any time in the App's Settings ("Delete all files"), or by deleting the App.
- **Notifications:** you can turn them off at any time in your device's Settings.
- **Request access or deletion.** You can ask us what information we have about you, or ask us to delete it, by emailing support@float.support. Because the Apps have no accounts and we don't know who you are, tell us which App you use and roughly when, so we can find the data that relates to you. We will answer within 30 days. Deleting the App also resets its random identifiers.
- Depending on where you live (for example, in the European Economic Area, the United Kingdom or California), you may have further rights, such as to object to or restrict processing, or to complain to a data protection authority. Contact us and we will help.

6. Security

We use encrypted connections for every upload and download, rename files before upload, delete them quickly, and limit access to our systems. No method of transmission or storage is completely secure, so we can't guarantee absolute security, but we work to protect your information.

7. Children

The Apps are not directed at children under 13, and we don't knowingly collect personal information from them. If you believe a child has given us personal information, contact us and we will delete it.

8. International transfers

We are based in the United States, and our service providers may process information in the United States and other countries. Where required, we rely on appropriate safeguards, such as the European Commission's standard contractual clauses, for these transfers.

9. Contact us

Float Tech LLC
support@float.support