Law Enforcement Guidelines

Last updated 25 September 2026 · Operated by Synvora Labs LLC · privacy@k00l.app

These guidelines explain how Synvora Labs LLC, the operator of Kool, responds to requests from law enforcement and other government authorities for user data. We aim to protect our users' privacy while complying with valid legal process.

Sending a request

Send all requests to legal@k00l.app from an official law-enforcement email address, on official letterhead where possible. Include the specific account identifier (username or email), the data sought, and the legal basis for the request.

Legal process we require

- Valid, properly served legal process appropriate to the data requested and the jurisdiction.
- Requests must be specific and proportionate. We do not honour blanket or overly broad demands.
- We may reject or require clarification of requests that are legally deficient, vague, or improper.

What we can provide

We can only produce data we actually hold. Kool collects the minimum needed to run the service. See the Privacy Policy for exactly what that is. Much of what we store is short-lived by design.

Emergency requests

In cases involving a genuine emergency with a risk of death or serious physical harm, we may disclose limited information without legal process. Mark the subject "Emergency Disclosure Request" and describe the nature of the emergency.

Preservation

We will honour valid requests to preserve specific account records for a reasonable period pending formal legal process.

Notice to users

Our policy is to notify users of requests for their data before disclosure, so they may seek to contest it, unless we are legally prohibited from doing so or there is an emergency or clear risk of harm.