Legal Center

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

Welcome to Kool's Legal Center. Kool is a mobile social and messaging app (chat, stories, posts, clips, live, meetings, an in-app mailbox and groups) operated by Synvora Labs LLC, a Delaware limited liability company (file number 10829386), 8 The Green, Ste R, Dover, DE 19901, United States. Everything that governs your use of Kool lives here.

Policies

- Privacy Policy. What we collect and why.
- Terms of Service. The rules for using Kool.
- Cookie Policy. We use only strictly-necessary cookies.
- Refund Policy. How refunds for Kool+, in-app purchases and Shop orders work.
- Seller Terms. Fees, Kool delivery and returns for people who sell in Kool Shop.
- Security Overview. How we protect your data.
- Subprocessors. The providers that help run Kool.
- Accessibility Statement. Our WCAG commitment.
- Trust Center. Security, privacy, reliability at a glance.

Our commitments in short

- **We don't sell your data** and use **no advertising ID, ad network or ad trackers**.
- Ads are **served by Kool itself**, never to child accounts or Kool+ subscribers, with no cross-app tracking.
- Sign-in codes and passwords are **stored only as hashes**; your data is encrypted in transit and at rest on Cloudflare.
- You can **delete your account and data** any time in the app. See Delete your account.

For businesses

Enterprise customers can request our Master Service Agreement (MSA), Data Processing Agreement (DPA) and Service Level Agreement (SLA). See the Data Processing summary or email legal@k00l.app.