Privacy Policy

Axis Campus

Last Updated: January 27, 2026

Introduction

Axis Campus ("we," "our," or "us") operates the Axis Campus mobile application (the "App"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our App.

By using the App, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use the App.

Information We Collect

Information You Provide to Us

Account Information

- Name (first and last name)
- Email address (used for account creation and authentication)
- University affiliation and enrollment status
- Class schedule and course information
- Major and academic interests
- Dorm or residence information
- Club memberships and organizational affiliations

User Content

- Chat messages and conversations
- Posts and comments in group chats
- Event information you create or share
- Profile information and preferences
- Responses to AI matching prompts (e.g., "looking for a study partner")

Information Collected Automatically

Usage Data

- App interactions (taps, clicks, screens viewed, features used)
- Match requests and responses
- Group chat participation
- Time spent in the App

Device Information

- Device identifiers
- Device type and operating system
- App version
- Crash logs and performance data

Information From Third Parties

We may receive information about you if you choose to link your account with your university's student directory or authentication system.

How We Use Your Information

We use the information we collect to:

Provide Core App Functionality

- Create and manage your account
- Display your name and profile to other users in chats and matches
- Populate and organize class, club, dorm, and interest-based group chats
- Enable messaging between users
- Process AI-powered matching requests and connect you with compatible students
- Send you notifications about matches, messages, and group activity

Improve and Personalize the App

- Analyze usage patterns to improve features
- Personalize your experience based on your classes, interests, and activity
- Improve our AI matching algorithm based on user interactions
- Develop new features based on user behavior and feedback

Maintain Safety and Security

- Verify user identity and university affiliation
- Detect and prevent fraud, abuse, and policy violations
- Investigate suspicious activity and enforce our Terms of Service
- Ensure the security and integrity of our systems

Communicate With You

- Send service-related announcements
- Respond to customer support requests
- Notify you of updates to our policies

How We Share Your Information

With Other Users

- Your name and profile information are visible to other users in group chats you join
- Your name is shared with users you match with through the AI matching feature
- Messages you send are visible to recipients and other members of group chats
- Club administrators can see members of their clubs

With Service Providers

We share information with third-party service providers who help us operate the App:

- **Mixpanel**: We use Mixpanel for analytics to understand how users interact with the App. Mixpanel may collect device identifiers and usage data. For more information, see Mixpanel's Privacy Policy at https://mixpanel.com/legal/privacy-policy/
- **Hosting and Infrastructure Providers**: We use cloud services to host our App and store data securely.
- **Push Notification Services**: We use Apple Push Notification Service to send you notifications.

For Legal Reasons

We may disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency), or when we believe in good faith that disclosure is necessary to:

- Comply with a legal obligation
- Protect and defend our rights or property
- Prevent or investigate possible wrongdoing in connection with the App
- Protect the personal safety of users or the public
- Protect against legal liability

Business Transfers

If we are involved in a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.

Data Retention

We retain your personal information for as long as your account is active or as needed to provide you services. You may request deletion of your account and associated data at any time by contacting us at support@axiscampus.com.

After account deletion:

- Your profile and account information will be deleted
- Your messages in group chats may be retained but de-identified
- Anonymized and aggregated data may be retained for analytics purposes

We may retain certain information as required by law or for legitimate business purposes.

Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit and at rest
- Secure authentication mechanisms
- Regular security assessments
- Access controls limiting employee access to personal data

However, no method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Your Rights and Choices

Access and Update Your Information

You can access and update your account information at any time through the App's settings.

Delete Your Account

You may delete your account by contacting us at support@axiscampus.com. Upon deletion, we will remove your personal information from our active databases, subject to certain exceptions as described in the Data Retention section.

Opt-Out of Communications

You can opt out of receiving push notifications by adjusting your device settings. You may also manage notification preferences within the App.

California Residents

If you are a California resident, you have the right to:

- Know what personal information we collect, use, and disclose
- Request deletion of your personal information
- Opt-out of the sale of your personal information (note: we do not sell personal information)
- Non-discrimination for exercising your privacy rights

To exercise these rights, contact us at support@axiscampus.com.

European Union Residents

If you are located in the European Union, you have the right to:

- Access your personal data
- Rectify inaccurate personal data
- Request erasure of your personal data
- Restrict processing of your personal data
- Data portability
- Object to processing of your personal data
- Withdraw consent at any time

To exercise these rights, contact us at support@axiscampus.com.

Children's Privacy

The App is intended for college and university students who are at least 17 years of age. We do not knowingly collect personal information from children under 17. If we learn that we have collected personal information from a child under 17, we will take steps to delete that information as quickly as possible.

Third-Party Links

The App may contain links to third-party websites or services that are not operated by us. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party websites or services. We encourage you to review the privacy policies of any third-party websites or services you visit.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy in the App and updating the "Last Updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted.

Contact Us

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

Axis Campus Email: support@axiscampus.com

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