

# FAQ

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Common questions about Memory Vault web and iOS.

This policy document is a practical product draft for the Memory Vault web and iOS app. It should be reviewed and adapted by the app owner or legal counsel before public release, especially if the operator, jurisdiction, analytics, support process, or third-party service list changes.

## General

### What is Memory Vault?

Memory Vault is a personal memory archive for capturing, organizing, searching, visualizing, and selectively sharing memories.

### Does the iOS app use the same account as the web app?

Yes. The intended design is that the iOS app uses the same Worker, D1 database, magic-link login, sharing model, encryption model, and account data as the web app.

## Privacy and encryption

### What is the difference between public, private, and ultra-private memories?

Public memories can be used for sharing and comparison. Private and ultra-private memories are intended to be encrypted before server storage and are not meant to be shared through the normal public sharing workflow.

### Can the operator recover my passphrase?

No. Users should assume that a lost passphrase means encrypted memory text cannot be recovered.

### Are AI narratives private?

AI narrative requests send the selected prompt and selected memory evidence to the configured AI provider. Do not include memories in an AI request unless you are comfortable with that processing.

## Sharing and connections

### Does accepting a connection share my whole vault?

No. Sharing is intended to be explicit and limited to selected public memories.

### What happens when I import a shared memory?

Importing creates a separate copy in your vault. That copy may remain even if the original owner later unshares the original memory, unless you delete your imported copy.

## Data management

### Can I export my data?

The web app includes JSON and CSV export controls. iOS should link to equivalent export or account support options before release.

## **Can I delete my account?**

Individual items can be deleted where controls exist. For App Store submission, the iOS app should include an account deletion path or a compliant in-app deletion request workflow if sign-in/account creation is supported.

## **Troubleshooting**

### **I did not receive a magic link.**

Check the email address, spam/junk folders, and any domain restrictions. Try requesting a new link. If the problem persists, report an issue.

### **The map does not show a place.**

Map display depends on location names and cached coordinates. Try using a more specific place name, such as city and country.

### **A private memory only shows a placeholder.**

Unlock encryption in the app/browser tab using the correct passphrase. If the passphrase is lost, the encrypted content may not be recoverable.