

Report an Issue

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How to report bugs, privacy concerns, abuse, and deletion requests.

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.

How to report a problem

Report technical problems, privacy concerns, abusive content, objectionable shared memories, account-access problems, or deletion requests through the support contact listed on the app website or App Store listing. If the iOS app includes an in-app issue form, use that form so device and app-version details can be included.

For urgent safety concerns, illegal content, threats, or child-safety issues, include the word URGENT in the subject or first line of the report.

What to include

- A short description of what happened and what you expected to happen.
- Whether you used the web app or iOS app.
- Approximate date and time, including time zone.
- Browser/device/iOS version, if relevant.
- Screenshots or screen recordings if they do not expose sensitive information.
- For sharing issues, the connection or memory title involved, but avoid sending private memory text unless necessary.

Objectionable content and abuse reports

If you receive an unwanted shared memory, harassment, impersonation, coercive connection request, or other objectionable content, report it promptly. The operator may review the reported shared/public content and connection metadata, restrict sharing, remove content, or suspend accounts when appropriate.

Privacy and deletion requests

For privacy, data access, correction, export, or deletion requests, identify the account email and state the specific request. The operator may need to verify account ownership before acting.

Response expectations

The operator should acknowledge and triage reports according to severity. Security, safety, child-safety, privacy, and account-access reports should receive priority over general usability feedback.