

EFFECTIVE AUGUST 10, 2026

Privacy Policy

Seen is an AI assisted strength training application operated by Craze Inc. This policy explains what Seen processes and why.

Information we process

We process account identifiers, age, onboarding answers, training goals, equipment, injuries or restrictions you provide, workout plans and logs, Coach conversations and saved Coach memories, commitment and messaging consent records, phone number when you enable messaging, push tokens, and basic service diagnostics.

Voice audio is transcribed on device. The resulting text and current workout context are sent to our backend and AI provider to structure a set or answer a Coach message. Baseline and progress photos otherwise remain in the app container on your device. If you explicitly choose Build my projection, one compressed copy of the selected baseline photo is sent through our backend to OpenAI for a single image edit. Seen does not store the uploaded photo or edited result off device. OpenAI processes the image under its own data controls, including applicable safety review exceptions. You can skip this feature.

How we use information

We use information to generate deterministic lifting plans, log workouts, personalize Coach, retrieve relevant memories, deliver consented notifications or messages, maintain safety and reliability, prevent abuse, process subscriptions, and respond to support requests. We do not sell personal information or use sensitive Coach memories for advertising or win back pressure.

Service providers

Supabase provides authentication, database, and server functions. Anthropic processes text for set parsing and Coach responses. OpenAI processes an image only when you explicitly choose the optional photo projection. Apple processes app distribution, subscriptions, and push delivery. Blooio processes iMessage delivery when you opt in. These providers process data under their own terms and security controls.

Retention and control

Coach facts remain until superseded, expired under their retention rule, or deleted. You can view and hard delete active Coach memories. You can delete your account in Settings, which deletes the authenticated account and cascades its Coach data. Apple may retain transaction records under its own legal obligations. You can revoke iMessage consent at any time by replying STOP.

Young users

Seen is designed for people age 13 and older. Users under 18 receive minor appropriate Coach behavior and stricter memory handling. Seen is not directed to children under 13.

Security and international processing

We use authenticated access, row level database controls, encrypted transport, server held credentials, and provider security controls. No system is perfectly secure. Data may be processed in the United States and other locations used by our providers.

Your choices

You may access conversations through the app, delete Coach memories, withdraw iMessage consent by replying STOP, disable push notifications in iOS Settings, and delete your account. Replying STOP does not turn off push notifications. California residents may also request access, correction, or deletion and may appeal a denied privacy request through the support contact below.

Contact and changes

Reach us at [\\${SUPPORT_EMAIL}](mailto:${SUPPORT_EMAIL}). We will post material policy changes here and update the effective date.