
Privacy Policy — Telewise

Effective date: 24 October 2026

This policy covers the application **Telewise** for iPhone, iPad and Apple TV (bundle identifier `com.telewisetv.app`), published by Denis Drovkov ("we", "us"). It explains what data the app handles, where that data lives, and which servers the app connects to.

The short version

Telewise does not collect any data. There is no account and no sign-in, the app talks to no server of ours, and it contains no analytics, no advertising and no tracking — neither our own nor from any third-party SDK. Everything you add to the app stays on your device.

The app does go online, of course: to the playlist, login and TV guide addresses **you** add, so it can play what you choose, and to Cloudflare's public speed test when it measures your connection — Cloudflare's servers see your IP address, as with any request on the internet, and nothing else about you. Section 3 lists every connection. The only way anything reaches us is an email you decide to send to support (section 5).

1. What the app keeps on your device

Telewise is a player for sources you already have. Depending on how you use it, the app keeps:

- **your sources** — playlist links (M3U/M3U8), copies of playlist files you import, Xtream-compatible server addresses, the optional User-Agent and Referrer you enter, and TV guide (XMLTV) links or files;
- **the logins and passwords** for those sources (see section 2);
- **what the app builds from your sources** — the channel list, groups, movies and series, the TV guide, and how channels are matched to the guide;
- **how you use the app** — favorites, recently watched channels, playback positions for Continue Watching, My List, hidden groups, your last 10 searches, programme reminders, and your settings;
- **your last 20 Internet Speed results** — the date, the network type (Wi-Fi, Ethernet or cellular), the speed, latency, jitter and the verdict;
- **error reports** of Stream Doctor, Import Doctor and the TV guide from the last 7 days (see section 5);
- **cached channel logos and posters.**

All of this is stored on your device. We have no access to it: we never receive it, back it up or look at it. The app has no iCloud sync.

On Apple TV, tvOS may clear cached app data when the device runs low on storage, so the app also keeps a small restore record in its settings storage on the Apple TV: your sources (their names, types, refresh settings and addresses — without logins or passwords), favorites, hidden groups, TV guide sources and the channels you matched by hand. If the system clears the cache, the app rebuilds your

sources from this record. Recently watched channels, playback positions and My List may be lost in that case.

2. Logins and passwords

- Logins and passwords are kept in the **iOS Keychain** on your device. They are not synced through iCloud Keychain.
 - Links are stored without them. When a playlist link carries a username and password inside it, the app moves them to the Keychain and stores the link as a template; the full address is put together only at the moment of playback.
 - Showing a saved login ("Show Login", iPhone and iPad only) requires Face ID, Touch ID or your device passcode. iOS performs the check; the app only learns whether it succeeded and never receives biometric data.
 - iOS keeps Keychain items even after an app is deleted, so the first time Telewise launches after being installed, it clears its own Keychain items.
 - When you test a link or a login with **Check a Link**, what you typed is held in memory only. Nothing is saved unless you tap "Add as Source".
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3. Connections the app makes

The servers you add. To import a source, load its TV guide, show channel logos and posters, and play a stream, the app connects to the addresses in your playlist, your Xstream-compatible server and your guide links. Stream Doctor and Check a Link contact the same servers — for example, by requesting the first bytes of a few streams — to tell you what is wrong. These servers belong to the service you use, not to us. Like any server you connect to, they receive your IP address, the request (including the login, where the address or the service requires it) and standard technical headers such as the User-Agent. How they handle that information is governed by that service's own terms and policies.

Cloudflare and Apple — speed and connection checks.

- **Internet Speed** downloads test data from Cloudflare's public speed test (speed.cloudflare.com). Like any server on the internet, Cloudflare's servers see your IP address when they answer these requests.
- When there is no recent Internet Speed result for your current network, **Stream Doctor** downloads one short test segment from the same service to compare your connection with the stream.
- To tell whether the internet is reachable — during these checks and when diagnosing a problem — the app requests cp.cloudflare.com/generate_204 and, if that doesn't answer, www.apple.com/library/test/success.html .

These requests carry no identifier from the app and none of your data. Cloudflare and Apple see what any web server sees: your IP address and the request itself. See the [Cloudflare Privacy Policy](#) and the [Apple Privacy Policy](#).

Nothing else. The app contains no SDKs for analytics, advertising, attribution or crash reporting. Its two third-party libraries — VLCKit, which plays video from the addresses you add, and GRDB, the database on your device — report nothing to us or to anyone else.

4. Device features and permissions

The app asks for a permission only when you use the feature that needs it.

- **Local network** — to play sources on your home network, such as a media server.
 - **Notifications** (iPhone and iPad) — for the programme reminders you set. Reminders are scheduled on your device and are not sent through any server. A reminder shows the programme's title, the channel's name and the start time, including on the Lock Screen.
 - **Face ID or Touch ID** (iPhone and iPad) — only to show a saved login (section 2).
 - **Files** (iPhone and iPad) — when you import an M3U playlist or a TV guide file, or open an M3U file in Telewise from Files or AirDrop, the app keeps its own copy of that file.
 - **Clipboard** (iPhone and iPad) — the app reads the clipboard only when you tap the system Paste button next to a link field. When you tap "Copy Diagnostics" or "Copy Details", the text is copied to this device only (not to your other devices through Universal Clipboard) and expires after 10 minutes.
 - **Now Playing** — while something plays, the system shows the channel's name, the current programme and the channel's logo in Control Center and on the Lock Screen, and lets headphones and remotes control playback.
 - **Picture in Picture and AirPlay** (iPhone and iPad) — system features from Apple. With AirPlay, the device you choose plays the stream and may load it from the source's server itself.
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5. Contact Support and error reports

When Stream Doctor, Import Doctor or the TV guide finds a problem, the app writes an error report on your device: the date, the error code (such as `D-SRC-AUTH`), the server's host name, and short technical facts — the HTTP status and the playback engine. A report never contains a login, a password or a full link — only the host name. Reports older than 7 days are deleted automatically.

The reports leave your device only if you send them yourself:

- **On iPhone and iPad**, "Contact Support" opens an email to us with a `diagnostics.json` attachment. It contains the app version, the system version, the device model, and the error reports from the last 7 days. In Settings → Help & Support, the "What's Included" screen shows exactly what is in it before the email opens; in Stream Doctor's panel, the email opens directly, with the attachment visible in it. If Mail isn't set up on the device, the app shows our address and a "Copy Diagnostics" button instead. Nothing is sent until you tap Send in your mail app.
- **On Apple TV**, Contact Support shows our address and a QR code. The QR code starts an email on your phone with a subject line that holds only the app version and the device model. Error reports never leave the Apple TV.

When you email us, we receive your email address, your message and anything you attach. We use them only to answer you and fix the problem you report. We don't add you to any mailing list and don't share your email with anyone. You can ask us to delete our correspondence with you at any time.

6. What we don't do

- No account and no sign-in.
- No analytics, advertising, attribution or tracking. The app's privacy manifest declares no tracking and no collected data, and its App Store privacy label is "Data Not Collected".
- No access to your location, contacts, photos, camera or microphone.
- No selling or sharing of personal data — we don't hold any.
- No content of our own: Telewise doesn't provide, sell or recommend any channels or playlists, and we never see what you watch.

If you chose in your device settings to share analytics with app developers, Apple may provide us with crash reports and aggregated usage statistics. Apple controls this, and the reports don't identify you.

7. Retention and deletion

You decide how long your data stays:

- **Settings → Delete All Data** erases everything the app keeps: sources, channels, the TV guide, the logins in the Keychain, favorites, recently watched channels, Continue Watching, My List, the search history, Internet Speed results, error reports, reminders and their notifications, cached logos and posters, copies of imported files, and settings — and, on Apple TV, the restore record.
- You can remove individual sources, favorites, reminders and other items inside the app.
- Deleting the app removes its data from your device. Its Keychain items are cleared the next time Telewise is installed and opened (section 2).
- Error reports are deleted automatically after 7 days, and only the last 20 Internet Speed results are kept.

Like the data of other apps, Telewise's data can be part of the device backups you make with iCloud Backup or on a computer. Those backups are under your control.

Of the data in the app, we hold nothing — so there is nothing for us to delete. Support emails are the only exception (section 5).

8. Security

- Logins and passwords are protected by the iOS Keychain and are kept out of stored links and the database.
- The app's logs and error reports keep only server host names — never logins, passwords or full links.
- Logos whose addresses contain a login are never written to the disk cache.

- Connections to your sources use the protocol of the address you enter. Many services use plain [http://](#), which is not encrypted; the app allows it because you choose the address. The app's own checks (Cloudflare and Apple) use HTTPS.
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9. Children

Telewise is rated 18+ on the App Store and is not directed at children. It collects no data from anyone, children included.

10. Your rights

Privacy laws such as the GDPR and the CCPA give you rights over personal data held about you — access, correction, deletion and portability.

For everything in the app, those rights are already in your hands: the data never leaves your device, and Delete All Data removes it completely. For your support emails, write to us at the address below and we will provide or delete them.

11. Changes to this policy

If a future version changes anything described here — for example, by adding analytics or in-app purchases — we will update this policy and the date at the top before that version is released. The current version always applies.

12. Contact

Questions about this policy, or anything else about the app: support@telewise.live.