

TrendLife Privacy Explained for Children and Teens

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Hi! We're a company called Trend Micro. We made an app called TrendLife. TrendLife uses information about you so its features and services can work.

Your privacy is important. We explain important things about your privacy on this page. If you're a child younger than 13, read [this section](#) below, which is just for you. If you're a teen between 13 and 17, read [this section](#) below. If you are 18 or over, please read our [Privacy Notice](#).

PRIVACY FOR CHILDREN UNDER 13

When you use TrendLife, TrendLife uses your information to make the app work. Here we tell you what information we collect about you, what we do with it, who can see it, and what choices you have.

Some parts may be tricky. You can read this with your parent, guardian, carer or another grown-up you trust. If you have a question, you can ask them to help you. Your or your parent or grown-up can email any question to us at privacy@trendmicro.com.

Do I need my parent's permission?

Yes. If you're under 13, your parent must tell us it is OK for you to use TrendLife.

As a first step, your parent must create a profile for you that is linked to their account to add you to your family's group in the app and then give us their OK for you to use TrendLife.

What information do we collect about you?

We collect information so the app can work. This may include your name, age and gender which your parent can give us when creating your profile.

We will also collect things you tell our AI Assistant, which is called Kaleida, such as the words you speak or write and any pictures or other files you add. For example, if you tell Kaleida about your school, hobbies, whether you are sick or hurt, or how you are feeling, the app may use that information to answer your questions.

We may also collect technical information about the phone or tablet you use for TrendLife. What we collect may depend on where you live.

If security features to block suspicious calls, texts, and websites are turned on, we also get information about things like the websites you visit on your phone or tablet, the calls and texts you get, and what's in messages you get from people you don't know.

Why do we use your information?

- To set up your profile and help Kaleida answer you.
- To let other members of your family group know about your interactions with Kaleida (see below).
- To fix problems with the app or to make the app better.
- To keep you safe with a service to block dangerous texts, calls, and websites, and let the grown-up who set up your family group know about them.

Who can see or receive your information?

We share your personal information when needed for the app to work, when the law says we must, or when your parent has said it is OK. This could be:

- With the grown-up who set up your family group. This adult gets weekly summaries of your progress and engagement with the Learning Buddy feature of Kaleida.
- With your family group, if you ask Kaleida to tell your family group information about you (like what your favorite food is).
- With companies that help us run the app, like the ones that provide the technology for Kaleida.
- With features you or your family turn on, like the calendar.

- When the law says we have to or to keep people safe.

What we DON'T do

We don't sell your personal information. We don't use your personal information to show you ads. We don't make your personal information public.

What choices do you have?

Your information is yours, so you get a say. Your parent can help you:

- See what we know about you.
- Ask us to fix information about you if it's wrong.
- Ask us to delete information.
- Turn off the security features or stop sharing your calendar.

If you want to do any of these things, just ask your parent for help. They can do it by emailing privacy@trendmicro.com or, for some things, by updating your settings in the app. If you want Kaleida to forget something, you can also ask it to delete what you told it.

Have a question?

We're happy to help!

If something is confusing, ask your parent, legal guardian, or another grown-up you trust to read this with you.

You or your trusted grown-up can email us any questions at privacy@trendmicro.com.

TRENDLIFE PRIVACY FOR TEENS 13-17

What is TrendLife?

TrendLife is an app designed to help families in their day-to-day activities, for example, planning meals together.

In the app, you can interact with Kaleida, an AI assistant. Kaleida can answer your questions and help you study and learn. There are other features too, like sharing Google calendar information with Kaleida and your family group. Some features are only available if you or your parent turns them on.

How can I use TrendLife if I am between 13 and 17?

If you are a teen under age 18, you can use the app if your parent creates a profile for you under their account and gives us permission for you to use the app.

What personal information do we collect about you?

We collect some information you or your parent provides in creating your profile, like your name, age and gender. We also collect other information about you that you or other members of your family group give us. For example:

- What you say to Kaleida—like the words you type or speak, and any pictures or other files you add.
- Information members of your family group provide—like if they speak or type information to Kaleida about you or share a calendar that has information about you.

We get some other information about you through technology. This can include things like what device you use, your operating system, what parts of the app you use and how. Where allowed, we use this information to fix problems or make the app better.

Some features in the app are off unless you turn them on, and if you do we will get personal information so the feature can work. You can link your Google calendar to the app, which enables the app to help coordinate schedules in your family. If you turn on the security tools for the app to provide warnings about suspicious texts or websites, the app will get information about things like what websites you visit on your phone or tablet, texts and calls you receive, and what is in messages from people you don't know.

How do we use your personal information?

We use your personal information in different ways to help us provide the app. For example:

- We use your information to create your profile, to help Kaleida answer your questions, and so you can use other tools in our app.
- We use your information to let other members of your family group know about your interactions with Kaleida (see below).
- Where allowed, we use your information to understand how the app is working, to fix any problems, and to help make it better for you and other users.
- If turned on and depending on the permission you give us, we use information from your use of the app to provide and improve features offered by the app, such as a feature that can help block suspicious texts, calls, and websites, a shared calendar with your family group, and a navigation feature to help you know where you are going.

If you contact us, we will use your information to respond to you.

How do we share your personal information?

We share your personal information in a number of ways, depending on what the law allows in different countries and the permissions you give us. For example, we share:

- With the adult who set up your family group, who gets weekly summaries of your progress and engagement with the Learning Buddy feature of Kaleida and security alerts.
- With your family group, if you direct Kaleida to share information about you. For example, if you wanted your family group to know what school subjects you had been talking to Kaleida about or what your schedule is.
- With companies that help us run the app. For example, with companies that provide AI technology for Kaleida.
- With services you or your family connect to the app, like a calendar so that you can use the app for scheduling.
- When required by law or when we needed to keep people safe.

What privacy and safety choices do I have?

We work to protect your personal information. We DON'T sell your personal information, use it for ads, or make it public.

We also offer you choices to help protect your privacy and safety. You can:

- See what information we have about you.
- Ask us to fix the information if it is wrong. For example, if you provide information in your profile and it's incorrect.
- Ask us to delete the information we have about you.
- In the app, you can stop connecting to your Google calendar and turn off the security feature for blocking suspicious calls, texts, and websites.

You can email privacy@trendmicro.com yourself to do any of these things (or ask your parent to do it). You can also ask Kaleida to delete information you have provided. Depending on where you live, when you sign up for a profile with us, we ask you if you agree to the privacy practices of the app. If you want to remove your consent, or delete your profile, email us at privacy@trendmicro.com.

How To Contact Us

Got a question? We're happy to help! You can email us at privacy@trendmicro.com.