

Upload & Content Policy

Rules for uploaded, stored, and generated content in Tunerra

Business name	TUNERRA
Business address	Hungary, Budapest, 1192, Gutenberg krt. 16 Fsz. 2
Contact email	hello@tunerra.com, support@tunerra.com
Websites	https://tunerra.app / https://tunerra.eu
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1. Scope

This Upload & Content Policy applies to all content you upload, submit, store, generate, or otherwise provide through the Tunerra Service, including vehicle photos, prompts, messages, profile details, Garage items, comments, support messages, and any other material.

2. What you may upload

You may upload lawful content that you have the right to use and that is relevant to using the Service. In most cases, uploads should primarily relate to your own vehicle, vehicle build planning, or related customization activity.

3. Prohibited content

You may not upload, submit, generate, request, or store content that:

- Is illegal, fraudulent, defamatory, threatening, abusive, harassing, hateful, or promotes violence or exploitation.
- Infringes copyright, trademark, privacy, publicity, database, or other intellectual-property or personality rights.
- Contains personal documents, government IDs, payment-card data, medical records, or other sensitive personal information not necessary for the Service.
- Contains malware, scripts, harmful code, credential-harvesting mechanisms, or attempts to interfere with the Service or third-party systems.
- Shows illegal activity, stolen property, prohibited goods, or requests designed to facilitate unlawful modification, emissions tampering, VIN manipulation, odometer fraud, or evasion of law-enforcement or regulatory controls.
- Contains explicit sexual content, graphic violence, or other material that is unlawful or inappropriate for the Service context.
- Misrepresents ownership, source, authenticity, permissions, or identity.

4. Vehicle-photo guidance

To get useful results, upload clear vehicle photos showing the car from front, side, rear, or other relevant angles. Avoid uploading images that center on faces, license plates, private homes, documents, or bystanders where possible. If a photo contains third-party personal data, you are responsible for ensuring you have a lawful basis to upload it.

5. Your responsibilities

You are solely responsible for uploaded content, prompts, and resulting outputs you choose to keep or share. You must have all rights, permissions, and consents needed for that content. You must not rely on the Service to determine whether content is lawful to upload.

6. Moderation and enforcement

We may review, filter, block, remove, refuse to process, or report content where we believe it violates this Policy, our Terms, third-party requirements, or applicable law. We may also suspend accounts or restrict features in response to repeated violations, abuse, fraud, security risk, or legal exposure.

7. Retention and deletion

Uploaded and generated content may remain in active systems, backups, logs, or caches for a limited period even after deletion requests, subject to technical constraints, legal obligations, and security needs. We will handle retained personal data in accordance with our Privacy Policy.

8. Reporting issues

If you believe content on the Service violates this Policy or your rights, contact us at support@tunerra.com with sufficient detail for us to investigate.