

Privacy Policy

Packages Update Effective date: [2025-09-22]

1. Introduction Welcome to Packages Update (“we”, “our”, “us”). We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains what information we collect, how we use it, when we share it, and the choices you have regarding your information when you use our Android application Packages Update (the “App”).

2. Information we collect We collect only the information necessary to provide app features and improve the service.

a) Information you provide directly

Account / Login data: If you create an account or log in, we store your display name and phone number (if used).

Order data: When you place an order in the Store or use “Buy Now”, we collect the information you enter such as name, phone number, address (street, province, district, city, ZIP/postal code), and the order details (item, quantity, price). This data is used to build the order message and (if applicable) to send it via WhatsApp.

Support messages: If you contact us (email/in-app), we keep your message and contact details to respond.

b) Automatically collected information

Usage data: We collect basic analytics about app usage (e.g., which screens are used, feature usage, and crashes) to improve the app. These analytics do not include personal message contents.

Device information: Device model, Android version, and app version may be logged for debugging and compatibility checks.

c) Third-party services & integrations

Firebase Realtime Database (or other Firebase services) — used to store non-sensitive user profile data, saved addresses, store items, packages, and order records.

WhatsApp: The App may open WhatsApp with a pre-filled message to place an order. We do not send messages directly from our servers; the user’s device and WhatsApp handle sending.

Google Play services / Crashlytics / Analytics (optional): may be used for crash reporting and analytics.

Ad networks (optional): If you enable ads (AdMob), ad providers may collect non-personal data to serve ads.

3. How we use your information We use data for the following purposes:

To enable key features: display and activate packages (call/data/SMS), process store orders, pre-fill saved addresses, and build order messages for WhatsApp.

To communicate with you about your orders, support requests, or important updates.

To improve and maintain the App, fix bugs, and analyze usage trends.

To comply with legal obligations.

4. Data sharing and disclosure We do not sell your personal information. We may share data with:

Service providers that help us operate the App (e.g., Firebase). They process data on our behalf and under contract.

WhatsApp when you choose to send an order via WhatsApp — the prefilled message is opened in WhatsApp on your device. We do not transfer order information to third parties for marketing.

Legal requests: if required by law or to protect rights and safety.

5. Data retention We retain personal information (profile, saved addresses, order history) for as long as your account exists or as reasonably necessary to provide the App. You can request deletion of your account and stored data (see “Your rights” below).

6. Security We take reasonable technical and organizational measures to protect data in transit and at rest (for example, using Firebase security). However, no internet system is 100% secure. Do not share highly sensitive personal information through the App.

7. Your choices and rights

Access & Correction: You can view and update your profile and saved address within the App.

Account deletion: You can delete your account from the App (Account → Delete). Deleting your account removes your profile, saved addresses, and order history from our database. Some log or backup copies may remain for a short period due to technical processes.

Opt-out of analytics/ads: If analytics or ads are used, you may opt out through device settings or by contacting us (see below).

Contact us to request access, correction, or deletion of your data.

8. Children The App is not intended for children under 13. We do not knowingly collect personal information from children under 13. If you believe a child submitted personal data, contact us for deletion.

9. Changes to this policy We may update this Privacy Policy from time to time. We will post the updated effective date at the top and, if changes are significant, notify users via in-app notification or email (if supplied).

10. Contact information If you have any questions, requests, or concerns about this policy or your data, contact:

Developer: KNDS Solutions

Email: kndstradecenter@gmail.com