Privacy Policy for Javi Plug Customer App

1. Introduction

Javi Plug Customer App ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application and related services as a registered customer seeking services through the platform.

2. Information We Collect

2.1 Personal Information

- Full name

- Email address

- Phone number

- Profile information (profile photo, preferences, saved addresses)

- Location data (with permission, including live location while requesting and receiving services)

- Payment and wallet information (M-Pesa number, transaction history, wallet balance)

2.2 Usage Data

- App interaction patterns

- Device information

- Chat messages and support interactions

- Service requests, quotes, and order history

- Photos and file attachments shared during chat

- Ratings and feedback you give to providers

- Login activity and session data

3. How We Use Your Information

We use the collected information for:

- Providing and maintaining our services

- Verifying customer identity (phone OTP verification)

- Matching you with suitable providers and service requests

- Processing payments, wallet top-ups, and refunds

- Customer support and communication

- Service improvement and optimization

- Security and fraud prevention

- Legal and compliance requirements

- Analytics and usage patterns

- Marketing and promotional communications (with consent)

4. Data Storage and Security

4.1 Storage Methods

- Cloud storage through Firebase

- Local device storage for basic functionality

- Encrypted backup systems

4.2 Security Measures

- End-to-end encryption for messages

- Secure SSL/TLS encryption for data transmission

- Regular security audits

- Access controls and authentication

- Automated threat detection

- Regular security updates

5. Information Sharing

We may share your information with:

- Providers (limited profile, service request details, location, and chat as needed to deliver the service)

- Service providers and contractors

- Payment processors (M-Pesa and related)

- Legal authorities when required

- Business partners (with explicit consent)

- Support staff for customer service

6. User Rights

You have the right to:

- Access your personal data

- Correct inaccurate information

- Delete your account

- Export your data

- Opt-out of marketing

- Control app permissions

- Request data deletion

7. Data Retention

- Active accounts: Data retained until account deletion

- Inactive accounts: Archived after 12 months

- Chat history: Retained for 24 months

- Service request and order records: Retained for 24 months

- Payment, wallet, and transaction information: As required by law

- Usage logs: 6 months

8. Children's Privacy

Our service is not intended for children under 18 years of age. We do not knowingly collect information from children under 18.

9. Changes to Privacy Policy

We reserve the right to update this Privacy Policy. Users will be notified of any material changes via email or app notification.

10. Contact Information

For privacy-related inquiries:

Javi Plug Support

Email: communications@javiresearch.co.ke

Phone: +254 706449519

Address: Buruburu Farmers, 6th Avenue, Off Kangundo Rd

Hours: Monday-Friday, 8:00 AM - 5:00 PM EAT

11. Compliance

This privacy policy complies with:

- Data Protection Act (Kenya)

- GDPR (for EU users)

- CCPA (for California users)

- APP (for Australian users)