

Hisabcha Privacy Policy

Effective Date: May 2, 2026

Last Updated: May 2, 2026

1. Overview

Hisabcha ("Hisabcha", "we", "our", or "us") is a point-of-sale (POS) and inventory management mobile application designed for shopkeepers, retailers, and small business owners. We are committed to protecting your privacy and handling your data responsibly.

This Privacy Policy explains what information we collect, how we use it, how we protect it, and the choices you have — including your right to access, correct, or delete your account and data at any time. By installing and using Hisabcha, you agree to the practices described in this Policy.

2. Information We Collect

We collect only the information necessary to provide and improve our services. The categories of data we collect are:

- **Account data:** Name, email address, and password used to create and manage your Hisabcha account.
- **Business data:** Product names, inventory counts, prices, barcodes, SKUs, sales records, and other business information you choose to enter into the app.
- **Subscription and billing data:** Subscription status, trial start and end dates, renewal dates, and purchase tokens. Payment is processed by Google Play; we do not collect or store your credit card or payment instrument details.
- **Device information:** Basic device identifiers, operating system version, app version, language, and time zone, used for app functionality, compatibility, and crash reporting.
- **Diagnostic data:** Anonymous crash logs, performance metrics, and error reports used to diagnose and fix technical issues.
- **Camera input:** Used solely for scanning barcodes and QR codes. No images, photos, or video are stored, recorded, or transmitted.

3. Camera Permission

Hisabcha requests camera access for one purpose only: scanning product barcodes and QR codes during product entry, inventory checks, and point-of-sale transactions. The camera activates only when you explicitly choose to scan. No photos or video recordings are taken, saved, or uploaded at any time.

You may deny or revoke camera permission at any time through your device settings. Barcode scanning will be unavailable while permission is denied, but all other features of the app will continue to function normally.

4. How We Use Your Information

We use the information we collect for the following purposes:

- To create, authenticate, and manage your Hisabcha account.

- To provide point-of-sale and inventory management features.
- To store your business data locally on your device.
- To synchronise your data to secure cloud storage if you enable backup (optional).
- To manage your free trial period and subscription status.
- To diagnose crashes, fix bugs, and improve app stability and performance.
- To respond to your support requests and communicate important service updates.
- To detect, prevent, and address fraud, abuse, and security incidents.

5. Subscription and Billing

Hisabcha offers a 45-day free trial to all new users. After the trial period ends, continued use of the app requires a paid subscription. All subscription purchases, renewals, and refunds are processed by Google Play and are subject to the Google Play Terms of Service.

We receive limited subscription metadata from Google Play (such as your subscription status, trial period, and renewal date) to provision your access. We do not receive or store your full payment details. To manage, cancel, or request a refund for your subscription, please use the Google Play Store on your device or visit play.google.com/store/account/subscriptions.

6. Data Sharing

We do not sell, trade, or rent your personal or business information to third parties, and we do not share it with advertisers. Your data may be shared only in the following limited circumstances:

- **Service providers:** Trusted vendors that help us operate the app — such as cloud hosting, crash analytics, and authentication providers — under strict confidentiality and data protection agreements.
- **Payment processors:** Google Play, which handles all subscription transactions on our behalf.
- **Legal compliance:** If required by applicable law, court order, or to protect the rights, property, or safety of Hisabcha, our users, or the public.
- **Business transfers:** In connection with a merger, acquisition, or sale of assets, in which case affected users will be notified in advance.

7. Data Storage and Security

Your inventory and sales data are stored locally on your device by default. If you enable cloud backup, your data is transmitted using industry-standard encryption (TLS in transit) and stored using encryption at rest on our cloud provider's infrastructure.

We implement reasonable technical and organisational measures to protect your data against unauthorised access, alteration, disclosure, or destruction. However, no method of electronic storage or transmission is 100% secure, and we cannot guarantee absolute security.

8. Data Retention

We retain your account and business data for as long as your Hisabcha account is active. If you cancel your subscription, your account remains accessible in a read-only or limited mode for a reasonable grace period before further restrictions apply.

If you submit a deletion request, your personal and business data are permanently deleted within 30 days. Anonymous diagnostic and crash logs may be retained for up to 90 days for security and fraud prevention, after which they are automatically purged.

9. Account and Data Deletion

You have the right to request deletion of your account and all associated data at any time. When we receive a verified deletion request:

- Your account is permanently deleted within 30 days.
- All personal data (name, email, password) is removed from our servers.
- All business data (products, sales, inventory, backups) is permanently erased.
- Anonymous diagnostic logs are retained up to 90 days for fraud prevention, then fully purged.

To submit a deletion request, visit our Account Deletion page or email support@hisabcha.com from your registered email address with the subject "Account Deletion Request".

10. Your Rights

Subject to applicable law, you have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Update or correct inaccurate or incomplete information.
- **Deletion:** Request deletion of your account and all associated data.
- **Partial deletion:** Request deletion of specific data (such as sales history or product records) while keeping your account active.
- **Permission control:** Revoke any device permission (camera, storage) at any time via your device settings.
- **Withdraw consent:** Where processing is based on consent, you may withdraw consent at any time.

To exercise any of these rights, contact us at support@hisabcha.com. We will respond within a reasonable timeframe, generally within 30 days.

11. Children's Privacy

Hisabcha is intended for use by adults — shopkeepers, retailers, and business owners aged 18 and above. We do not knowingly collect personal information from children under the age of 13 (or the equivalent minimum age in the user's jurisdiction). If you believe a child has provided us with personal information, please contact us and we will promptly delete it.

12. International Users

Hisabcha is operated from Pakistan. If you access the app from outside Pakistan, please be aware that your information may be transferred to, stored, and processed in countries with data

protection laws different from those in your country. By using the app, you consent to such transfers.

13. Third-Party Services

We may use third-party services for cloud storage, authentication, crash reporting, and analytics. These providers are bound by contractual obligations to protect your data and may only use it for the specific purposes we authorise. We do not integrate with third-party advertising networks or sell data to data brokers.

14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make material changes, we will update the "Last Updated" date at the top of this Policy and, where appropriate, notify you through the app or by email. Your continued use of Hisabcha after changes become effective constitutes your acceptance of the updated Policy.

15. Contact Us

If you have questions, concerns, or complaints about this Privacy Policy or our data practices, please contact us:

Email: support@hisabcha.com

Website: hisabcha.com

Response time: typically within 48 hours on business days.