

Privacy Policy

Effective Date: Nov 30, 2025

This Privacy Policy describes how we collect, use, and share your personal information when you use our services.

1. Information We Collect

We may collect personal information about you from various sources.

Information You Provide Directly

When you interact with our services, you may provide us with the following information:

- **Contact Information:** Such as your name, email address (e.g.,  Person @example.com), phone number, and postal address ( Place).
- **Account Information:** Such as usernames and passwords.
- **Communications:** Any information you provide when you communicate with us, including customer support inquiries.

Information Collected Automatically

When you access our services, we may automatically collect information about your device and usage, including:

- **Device Information:** Including your IP address, browser type, and operating system.
- **Usage Data:** Such as the pages you visit, the time and date of your visit, and the time spent on those pages.

2. How We Use Your Information

We use the information we collect for various purposes, including:

- To provide, operate, and maintain our services.
- To improve, personalize, and expand our services.
- To communicate with you, including for customer service, updates, and marketing communications about upcoming events ( Calendar event).

- To process transactions and manage your account.
- To detect and prevent fraudulent or unauthorized activity.

3. How We Share Your Information

We may share your personal information with the following third parties:

- **Service Providers:** Third parties who perform services on our behalf (e.g., payment processing, data analysis).
- **Legal Compliance:** When required by law, such as to comply with a subpoena or other legal process, or to protect our rights.
- **Business Transfers:** In connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

4. Security

We take reasonable measures to protect the information we collect from loss, theft, misuse, and unauthorized access, disclosure, alteration, and destruction. However, please be aware that no security system is impenetrable, and we cannot guarantee the security of our systems.

5. Your Choices

You have choices regarding the information we collect and how it is used:

- **Access and Update:** You can access and update your account information by logging into your account or by contacting us using the details below.
- **Opt-Out of Marketing Communications:** You can opt out of receiving promotional emails from us by following the instructions in those emails or by contacting us.

6. Contact Us

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

AroundYou

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Email: ar162387@gmail.com

For further details regarding our data processing agreement, please refer to the attached document: [📄 File Privacy Policy](#)

Effective Date: Date

Last Updated: 30/11/2025

1. Introduction

Welcome to **Around You** ("we," "our," "us," or "the App"). We are committed to protecting your privacy and ensuring that your personal information is handled securely and responsibly. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application and services.

By accessing or using Around You, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree with our policies and practices, please do not use our services.

2. Information We Collect

We collect various types of information to provide and improve our services:

2.1 Personal Information

- **Name:** Your full name as provided during registration
- **Email Address:** For account verification and communication
- **Phone Number:** For order confirmations, delivery updates, and account verification
- **Delivery Address:** Physical addresses where you want orders delivered
- **Profile Information:** Profile picture, preferences, and other optional information you choose to provide

2.2 Account Information

- **Username:** Your chosen username for account identification
- **Password:** Encrypted password for account security
- **Authentication Data:** Information used for account verification and login

2.3 Order Information

- **Order Details:** Items purchased, quantities, special instructions, and order history
- **Payment Information:** Payment method details (note: we do not store full credit card numbers; payment processing is handled by secure third-party providers)
- **Transaction Records:** Order receipts, payment confirmations, and transaction history
- **Delivery Preferences:** Preferred delivery times, special delivery instructions

2.4 Location Data

- **Precise Location:** Your exact location (GPS coordinates) to:
 - Determine available shops and merchants in your area
 - Validate delivery zones for your selected address
 - Calculate accurate delivery fees based on distance
 - Enable real-time order tracking
 - Facilitate delivery to your location
- **Location History:** Historical location data to improve service recommendations

2.5 Device Information

- **Device Identifiers:** Device ID, unique device identifiers
- **Device Type:** Mobile device model, operating system version
- **IP Address:** Your device's IP address
- **Browser Information:** Browser type and version (if applicable)
- **App Usage Data:** How you interact with the app, features used, time spent

2.6 Communication Data

- **Customer Support Interactions:** Records of communications with our support team
 - **Feedback and Reviews:** Reviews, ratings, and feedback you provide about merchants, products, or services
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3. How We Use Your Information

We use the collected information for the following purposes:

3.1 Service Provision

- **Order Processing:** To process, fulfill, and deliver your orders

- **Account Management:** To create, maintain, and manage your account
- **Location Services:** To show available shops, validate delivery zones, and calculate delivery fees
- **Payment Processing:** To process payments for your orders through secure third-party payment processors

3.2 Communication

- **Order Updates:** To send order confirmations, status updates, and delivery notifications
- **Service Notifications:** To notify you about important service changes, security updates, or account-related matters
- **Promotional Communications:** To send promotional offers, discounts, and marketing materials (only with your consent; you can opt-out at any time)
- **Customer Support:** To respond to your inquiries, provide customer support, and resolve issues

3.3 Service Improvement

- **Analytics:** To analyze usage patterns, improve app functionality, and enhance user experience
- **Personalization:** To personalize content, recommendations, and features based on your preferences and order history
- **Quality Assurance:** To monitor service quality, detect and prevent fraud, and ensure platform security

3.4 Legal and Security

- **Fraud Prevention:** To detect, prevent, and investigate fraudulent activities
- **Legal Compliance:** To comply with applicable laws, regulations, and legal processes
- **Security:** To protect the rights, property, and safety of users, merchants, riders, and the public

4. Information Sharing and Disclosure

We may share your information with the following parties:

4.1 Merchants and Their Riders

Important: Around You operates on a merchant-controlled model where:

- **Merchants** are independent shop owners who control their own operations
- **Riders** are managed and controlled by individual merchants, not by Around You
- **Delivery Zones** are defined and controlled by each merchant for their specific shop

When you place an order, we share the following information with the merchant you order from:

- **Order Details:** Items ordered, quantities, special instructions
- **Delivery Information:** Your delivery address, contact phone number, and delivery preferences
- **Customer Information:** Your name and contact details necessary for order fulfillment

The merchant may then share your delivery information with their designated riders to:

- Complete the delivery to your specified address
- Contact you regarding delivery updates or issues
- Navigate to your delivery location

Note: Merchants and their riders are independent entities. We are not responsible for how merchants or their riders handle your information. However, we require merchants to handle your information in accordance with applicable privacy laws.

4.2 Service Providers

We may share information with third-party service providers who assist us in:

- **Payment Processing:** Secure payment processors to handle transactions
- **Analytics:** Service providers who help us analyze app usage and improve our services
- **Cloud Storage:** Data storage and hosting services
- **Communication Services:** Email and SMS service providers for notifications
- **Location Services:** Mapping and geolocation service providers (e.g., Google Maps)

These service providers are contractually obligated to protect your information and use it only for the purposes we specify.

4.3 Business Transfers

In the event of a merger, acquisition, reorganization, or sale of assets, your information may be transferred to the acquiring entity, subject to the same privacy protections.

4.4 Legal Requirements

We may disclose your information when required by:

- **Law or Legal Process:** Court orders, subpoenas, or other legal requirements
- **Government Authorities:** Requests from government or regulatory authorities
- **Protection of Rights:** To protect our rights, property, or safety, or that of our users, merchants, riders, or others
- **Fraud Prevention:** To prevent, detect, or investigate fraud or security issues

4.5 With Your Consent

We may share your information with other parties when you explicitly consent to such sharing.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal information:

- **Encryption:** We use encryption technologies to protect data in transit and at rest
- **Access Controls:** We limit access to your information to authorized personnel only
- **Secure Storage:** Your information is stored on secure servers with appropriate safeguards
- **Regular Security Audits:** We conduct regular security assessments and updates

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security. You use our services at your own risk.

6. Your Rights and Choices

You have the following rights regarding your personal information:

6.1 Access and Correction

- **Access:** You can access and review your personal information through the app's profile settings
- **Correction:** You can update or correct inaccurate information at any time

6.2 Data Deletion

- **Account Deletion:** You can request deletion of your account and associated personal data
- **Data Retention:** We may retain certain information as required by law or for legitimate business purposes (e.g., transaction records for accounting purposes)

6.3 Communication Preferences

- **Opt-Out:** You can opt-out of promotional communications by:
 - Using the unsubscribe link in promotional emails
 - Adjusting notification settings in the app
 - Contacting us directly
- **Essential Communications:** You cannot opt-out of essential service communications (e.g., order confirmations, delivery updates)

6.4 Location Services

- **Location Permissions:** You can control location permissions through your device settings
- **Impact:** Disabling location services may limit certain features, such as:
 - Viewing shops available in your area
 - Validating delivery zones
 - Calculating accurate delivery fees
 - Real-time order tracking

6.5 Data Portability

- **Export:** You can request a copy of your data in a portable format

To exercise any of these rights, please contact us using the information provided in the "Contact Us" section below.

7. Children's Privacy

Around You is not intended for children under the age of 13 (or the applicable age of majority in your jurisdiction). We do not knowingly collect personal information from children. If you believe we have collected information from a child, please contact us immediately, and we will take steps to delete such information.

8. Third-Party Services and Links

Our app may contain links to third-party websites, services, or applications. This Privacy Policy does not apply to third-party services. We encourage you to review the privacy policies of any third-party services you access through our app.

Notable Third-Party Services:

- **Payment Processors:** Payment transactions are processed by third-party payment providers
 - **Mapping Services:** We use third-party mapping services (e.g., Google Maps) for location features
 - **Analytics Providers:** We may use third-party analytics services to understand app usage
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9. International Data Transfers

Your information may be transferred to and processed in countries other than your country of residence. These countries may have different data protection laws. By using our services, you consent to the transfer of your information to these countries. We take appropriate measures to ensure your information is protected in accordance with this Privacy Policy.

10. Data Retention

We retain your personal information for as long as necessary to:

- Provide our services to you

- Comply with legal obligations
- Resolve disputes
- Enforce our agreements

When information is no longer needed, we will securely delete or anonymize it, subject to legal retention requirements.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. We will notify you of significant changes by:

- **In-App Notification:** Posting a notice in the app
- **Email:** Sending an email to the address associated with your account
- **Updated Date:** Updating the "Last Updated" date at the top of this policy

Your continued use of Around You after such changes constitutes acceptance of the updated Privacy Policy. We encourage you to review this Privacy Policy periodically.

12. Merchant and Rider Information

For Merchants and Riders:

If you are a merchant or rider using Around You, additional terms may apply. Merchants and riders are responsible for:

- **Data Handling:** Properly handling customer information shared with them
- **Privacy Compliance:** Complying with applicable privacy laws when processing customer data
- **Security:** Implementing appropriate security measures to protect customer information

Merchants and riders should have their own privacy policies or data handling practices that comply with applicable laws.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Around You

- **Email:** ar162387@gmail.com
- **Address:** ASkari 11 , Lahore , Pakistan
- **Phone:** +92-335-3236117

We will respond to your inquiries within a reasonable timeframe and in accordance with applicable laws.

14. Governing Law

This Privacy Policy is governed by the laws of Pakistan. Any disputes arising from this Privacy Policy will be subject to the exclusive jurisdiction of the courts in Islamic Republic of Pakistan.

15. Consent

By using Around You, you consent to:

- The collection, use, and disclosure of your information as described in this Privacy Policy
- The sharing of your information with merchants and their riders for order fulfillment
- The use of location data for service provision
- The processing of your information in accordance with this policy

If you do not consent to any part of this Privacy Policy, please discontinue use of our services.

Thank you for using Around You!

This Privacy Policy is effective as of the date stated above and applies to all users of the Around You mobile application and services.