

# Privacy Policy for PM App

Effective Date: February 10, 2026

## Introduction

Thank you for using PM App (the "App"). We are committed to protecting your privacy and personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application. Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the application.

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## Information We Collect

We may collect and process the following types of information:

Personal Information You Provide:

- CNIC Numbers: Collected during registration for identity verification
- Phone Numbers: Used for account verification and communication
- Names: Collected during registration process
- Date of Birth: Collected as part of user profile information and securing account
- Mother's Date of Birth: Used for additional verification purposes to secure your account more
- Email Addresses: Generated based on CNIC for account identification

Automatically Collected Information:

- Device Information: Model, operating system, unique device identifiers
- Location Data: When enabled by the user for location-based features
- Usage Data: Information about how you use the app, features accessed, time spent
- Diagnostic Data: Crash reports, error logs, performance metrics

Information from Third Parties:

- Firebase Authentication Data: Provided through Google Firebase services
  - Firebase Firestore Data: User profiles and application data stored in the cloud
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## How We Use Your Information

We use the collected information for the following purposes:

Essential App Functions:

- User Authentication: Verify your identity and manage your account
- Account Creation: Establish and maintain your user profile
- Service Provision: Deliver the core functionality of the app
- Module Management: Enable and manage business modules (Real Estate, Clinic, Chat, etc.)

Security and Safety:

- Identity Verification: Confirm user identity through CNIC and phone verification
- Fraud Prevention: Detect and prevent unauthorized access
- Device Integrity: Check for rooted/jailbroken devices
- Session Management: Maintain secure user sessions

Performance and Improvements:

- App Optimization: Improve app performance and user experience
- Bug Fixes: Identify and resolve technical issues
- Feature Development: Understand user needs to develop new features
- Crash Reporting: Monitor and improve app stability through Firebase Crashlytics

Communication:

- Account Notifications: Send important account-related communications
  - Security Alerts: Notify you of suspicious activities
  - Service Updates: Inform you about app updates and maintenance
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## How We Share Your Information

We may share your information in the following circumstances:

With Service Providers:

- Firebase Services: Google Firebase for authentication, database, and analytics
- Cloud Infrastructure: Third-party hosting and data processing services
- Analytics Providers: Performance and usage analytics services

Legal Requirements:

- Legal Compliance: Respond to legal obligations, court orders, or government requests
- Safety Protection: Protect rights, property, or safety of users or others
- Dispute Resolution: Address disputes or enforce our agreements

Business Transfers:

- Corporate Transactions: In connection with mergers, acquisitions, or asset sales
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## Data Storage and Security

Storage Location:

Your personal information is primarily stored on secure Firebase servers located in the United States and other countries where our service providers operate.

Security Measures:

- Encryption: Data encrypted in transit and at rest using industry-standard protocols
- Access Controls: Strict access controls limiting who can access personal data
- Security Monitoring: Continuous monitoring for security threats
- Regular Audits: Periodic security assessments and improvements
- Authentication: Multi-factor verification and biometric options where available

 Important Security Disclaimer:

While we implement industry-standard security measures to protect your data, no digital platform can guarantee absolute security. We cannot warrant or guarantee complete protection against:

- Hacking attempts or cyber attacks
- Unauthorized access to our systems
- Data breaches or security incidents
- All possible software vulnerabilities
- Complete immunity from malware or phishing attempts

You acknowledge that using any digital service involves inherent security risks, and we assume no liability for breaches that occur despite our reasonable security efforts. Users are responsible for maintaining the security of their login credentials and devices.

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## **Data Retention**

We retain your personal information for as long as necessary to provide our services and comply with legal obligations. When no longer needed, we securely delete your information following our data retention policies.

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## **Your Rights and Choices**

Depending on your location, you may have the following rights:

Access and Control:

- Access: Request copies of your personal information
- Correction: Update or correct inaccurate information
- Deletion: Request deletion of your personal information
- Portability: Obtain and reuse your information for your own purposes

Opt-Out Options:

- Marketing Communications: Opt-out of promotional communications
- Location Services: Disable location tracking features
- Data Sharing: Limit sharing of your information with third parties

How to Exercise Rights:

Contact us using the information provided below to exercise your privacy rights.

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## **Children's Privacy**

Our app does not knowingly collect personal information from children under 13 years of age. If you believe we have collected information from a child under 13, please contact us immediately to have the information removed.

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## **International 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 than yours. We take appropriate safeguards to ensure adequate protection of your personal information in accordance with this privacy policy.

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## **Changes to This Privacy Policy**

We may update our privacy policy periodically. We will notify you of any changes by posting the new privacy policy on this page and updating the effective date. You are advised to review this privacy policy periodically for any changes.

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## **Contact Us**

If you have questions about this privacy policy, please contact us:

Email: [plnrmuzammil@gmail.com](mailto:plnrmuzammil@gmail.com)