Privacy Policy – Al Alfy Driver App

At **Al Alfy**, we are committed to protecting the personal and professional information of our drivers. This Privacy Policy explains how we collect, use, store, and share your information while you use the **Al Alfy Driver App**.

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1. Information We Collect

We may collect the following information from you as a driver:

- **Personal Information:** Full name, phone number, email address, national ID or passport number, and a profile photo.
- **Vehicle Information:** License plate number, car model and type, official documents such as driver's license and insurance.
- **Location Data:** Real-time and background GPS location for route tracking and availability purposes.
- **Performance Data:** Number of trips completed, rider ratings, customer feedback, availability schedule.
- **Payment Information:** Bank account or digital wallet details to process your earnings, and payment history.

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2. How We Use Your Information

We use your data for the following purposes:

- To connect you with available ride or delivery requests.
- To track routes in real-time to ensure driver and passenger safety.
- To manage your profile, trip records, earnings, and incentive programs.
- To communicate with you regarding rides, support, or app updates.
- To process payments and transfer your earnings on a regular basis.

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3. Background Location Tracking

The app may collect your location even when not actively in use. This is required to update your availability, improve dispatching, and ensure safety. You can disable

location sharing in your phone settings at any time; however, this may affect your ability to receive ride requests.

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4. Data Storage & Security

Your data is stored securely on protected servers using encryption and industry-standard security measures. We only use your data for service, support, and operational purposes.

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5. Sharing of Data

We do not sell or rent your personal data. We may share your data only with:

- **Internal operational teams** for service quality and support.
- **Third-party service providers** such as payment processors for salary transfers.
- **Legal authorities** when required by law or in case of formal requests.

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6. Your Rights as a Driver

You have the right to:

- Access, update, or request deletion of your personal information.
- Withdraw your consent to background location tracking at any time.
- Submit inquiries or complaints regarding your data and privacy.
- Request account termination and full data deletion from our system.

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7. Contact Us

If you have any questions, complaints, or require assistance, please contact us at:

📧 **Email:** info@alalfy.com
📞 **Phone:** +20 109 499 0060