

Privacy Policy

1. Data We Collect

We may collect the following types of personal data:

- **Personal Information:** Name, phone number, email address.
- **Order Details:** Order history, delivery addresses, and contact preferences.
- **Location Data:**
 - We collect the real-time location of delivery personnel while they are actively delivering orders.
 - Location data is collected when the app is in use and in the background to ensure efficient food delivery tracking.
 - This data is stored temporarily on our cloud-based servers for the duration of the delivery trip or while the delivery personnel is waiting for a new order.

2. How We Use Your Data

Your data is used for the following purposes:

- To process and deliver your orders accurately.
- To improve our services through customer behavior analysis.
- To ensure secure transactions and prevent fraudulent activities.
- **To track the real-time location of delivery personnel, ensuring timely food delivery.**
- **To assist delivery personnel in receiving new orders based on their current location.**

3. Data Protection

We prioritize the protection of your personal data by:

- Restricting access to personal data to authorized personnel only.
- Regularly reviewing and updating our data protection practices.

4. Data Sharing

We do not sell or rent your personal data to third parties. However, your data may be shared with:

- **App Admin Dashboard:** Location data is accessible only to authorized administrators to monitor delivery efficiency.
- **Delivery Personnel:** To ensure accurate and timely order delivery.
- **Legal Authorities:** If required by law or to protect our legal rights.
- **Service Providers:** For technical support and operational improvements.

5. Data Security

We implement robust security measures, including:

- Regular security audits to identify and mitigate vulnerabilities.
- Strict access controls and monitoring systems.

6. User Control & Permissions

- Users must enable or disable location access through their mobile settings.
- Delivery personnel can manage their location permissions within the app settings.

7. Your Rights

You have the right to:

- **Access:** Request access to the personal data we hold about you.
- **Correction:** Update or correct any inaccuracies in your personal information.
- **Deletion:** Request deletion of your personal data from the company with request paper based (subject to legal and operational requirements).

8. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be communicated via the app or website.

9. Account Deletion

If you wish to delete your account, please follow these steps:

- **Navigate to the Profile page.**
- **Select "My Info."**
- **Tap on the "Delete Account" button.**
- **Enter the verification code displayed in the popup.**
- **Confirm by tapping the "Delete" button.**
- **Your account will be scheduled for deletion, which will be completed within approximately 90 days.**

During this period, you may contact support if you change your mind and wish to restore your account.

10. Contact Us

For any inquiries or concerns, please contact us:

Email: support@matchegypt.com

Phone: +20 1008417500

Website: www.matchegypt.com