

Privacy Policy For ترانزیتا (Tranzita)

Privacy Policy

Introduction

At ترانزیتا (Tranzita), developed by NEBULA X: YOUR COSMIC PROGRAMMING PARTNER LTD under NEBULA X: YOUR COSMIC PROGRAMMING PARTNER LTD, we take your privacy seriously. This Privacy Policy explains how we collect, use, share, and protect your personal information when you use the ترانزیتا (Tranzita) application, whether you are an individual or a company, a service requester or a service provider.

Data We Collect

Account Information

- Full name
- Phone number
- Email address
- User type (individual/company)
- Commercial registry and tax card (for companies only)

Location Data

- **What we collect:** Real-time device location data
- **How we collect it:** Through your device's GPS, WiFi, and mobile network signals with your permission
- **When we collect it:** During app usage, especially when:
 - Creating pickup and delivery requests
 - Tracking deliveries in progress
 - Determining optimal routes
 - Matching service providers to nearby requests
- **Permission:** You will be prompted to allow location access when using features that require it
- **Background collection:** In some cases, we may collect location data in the background for drivers to provide timely service
- **Control:** You can disable location permissions through your device settings, though this may limit some app functionality

Order Information

- Shipment details (weight, type, sensitivity, etc.)
- Pickup and delivery addresses

- **Trip start and end codes**

Payment Information

- **Payment methods (cards, transfers, cash)**
- **Amounts paid**
- **Transaction dates**

Device and Usage Data

- **Device type**
- **Operating system**
- **IP address**
- **Cookies**

How We Use Your Data

- **To provide transportation and delivery services**
- **To improve user experience within the app**
- **To send notifications about order updates or shipment status**
- **To provide technical support and handle complaints**
- **To comply with legal obligations (such as billing and reporting)**
- **When subscribed: to send promotional offers and services (with your consent only)**

Data Sharing

We do not sell your data to any third party. We may share necessary data only with:

- **Service providers (drivers or transport companies) to enable order fulfillment**
- **Electronic payment processors to ensure transaction security**
- **Government agencies in case of official request according to law**
- **Application hosting partners and performance analytics to improve service**

Data Security

- **We implement advanced encryption technologies**
- **Access to sensitive data is restricted**
- **We use SSL protocols and two-factor authentication in some operations**
- **We take strict measures against any unauthorized access attempts**

User Rights

You have the right to:

- **Access your personal data**
- **Request modification or deletion of your data**
- **Unsubscribe from any promotional content**
- **Request complete account deletion**

To request any of the above, please contact us via the email shown below.

Cookies

We use cookies to record your preferences, improve performance, and analyze usage. You can modify your browser or app settings to disable cookies, though some features may not function efficiently without them.

Update Notifications

We may periodically update the privacy policy. You will be notified of any material changes via the app or email.

Developer Information

App Name: ترانزیتا (Tranzita)

Developer: NEBULA X: YOUR COSMIC PROGRAMMING PARTNER LTD

Organization: NEBULA X: YOUR COSMIC PROGRAMMING PARTNER LTD

Organization Address: 71-75 Shelton Street, Covent Garden, London WC2H 9JQ, United Kingdom

Organization Website: <https://nebulax.uk/>

Contact Information

For any questions or concerns regarding this Privacy Policy, please contact us at:

Email: info@tranzita.app