

Privacy Policy for WaitLessQ

Last updated: February 2026

WaitLessQ is a restaurant queue management application developed by Pazhanam Technologies. This Privacy Policy explains how we collect, use, and protect your information when you use the WaitLessQ mobile or web application.

1. Information We Collect

When you use WaitLessQ, we may collect the following information:

Account Information

- Name and email address obtained through Google Sign-In authentication

Restaurant Data

- Restaurant name and settings entered by the user

Queue Information

- Customer names, phone numbers, and queue details added by restaurant staff

Usage Data

- App interactions, analytics, and device information to improve performance and reliability
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2. How We Use the Information

We use the collected information to:

- Provide queue management functionality
- Display customer queues to restaurant staff and screens
- Maintain user accounts and settings
- Improve app performance and user experience
- Provide support when requested

We do **not sell or rent personal data** to third parties.

3. Data Storage and Security

All data is securely transmitted using HTTPS encryption and stored using secure cloud services provided by Firebase.

We take reasonable measures to protect user information from unauthorized access or disclosure.

4. Data Sharing

We do not share personal information with third parties except:

- When required by law
 - To prevent fraud or misuse
 - To provide core infrastructure services (such as cloud hosting)
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5. Data Retention

We retain user data only as long as necessary to provide the service.
Backup logs may be retained temporarily for security and recovery purposes.

6. Account Deletion

Users may request deletion of their account and associated data by visiting:

<https://forms.gle/MFAhdPU78fL5tkRr9>

or by emailing info@pazhanam.com

Deletion requests are processed within 7 working days.

7. Children's Privacy

WaitLessQ is not intended for children under the age of 13, and we do not knowingly collect data from children.

8. Changes to This Policy

We may update this Privacy Policy periodically. Updates will be posted within the app or on our website.

9. Contact Us

If you have any questions about this Privacy Policy, contact us at:

Pazhanam Technologies

Email: info@pazhanam.com

Website: <https://pazhanam.com>