

Privacy Policy – AI Alfy

AI Alfy is committed to protecting your personal information. This Privacy Policy describes how we collect, use, store, and protect your data when you use our mobile application to request or schedule rides using personal, company, or compound vehicles, as well as when you request the delivery of items through our platform.

1. Information We Collect

We may collect the following information:

- **Personal Data:** Name, phone number, email address, national ID number (if applicable).
 - **Location Data:** Real-time and background location to enable live tracking of rides and deliveries.
 - **Ride and Delivery Information:** Pickup and drop-off locations, ride and delivery history, customer preferences.
 - **Payment Data:** Method of payment (cash, company invoice, or cash process), billing and refund details.
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2. Use of Information

We use your information for the following purposes:

- To process and schedule ride and delivery requests.
 - To enable live tracking of rides and delivery services for safety and operational efficiency.
 - To manage trip and delivery history, provide analytics, and improve service quality.
 - To communicate with you about service updates, notifications, and support.
 - To securely process payments, issue invoices, and manage refund requests.
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3. Background Location Tracking

AI Alfy may collect your location even when the app is closed or not in active use. This is necessary to ensure your safety during rides, monitor the route, and support item delivery tracking.

4. Data Storage & Security

We use industry-standard security technologies and procedures to protect your personal data. All collected data is securely stored and used solely for ride- and delivery-related operations and analytics.

5. Sharing of Data

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

- **Internal Teams** for ride and delivery management and customer support.
 - **Trusted Service Providers** (e.g., payment gateways or delivery partners) who are contractually obligated to protect your data.
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6. Payment & Refund Policy

AI Alfy offers flexible and secure payment options, including cash payments, company billing, and the "cash process" method.

Refund Policy:

- **Full Refund Eligibility:**
You are entitled to a **100% refund** if you cancel a scheduled ride or delivery **at least 2 hours from the** time of ride reservation.
- **Partial Refunds:**
If cancellation occurs **after 2 hours** of the scheduled time, a **partial refund** may be granted based on driver allocation and service readiness.
- **Non-Refundable Cases:**
No refund is granted if the driver has already arrived or if the passenger or sender is a **no-show** without prior notice.

- **Service Failures or Technical Issues:**

If a ride or delivery fails due to a system or driver-related issue, a **full refund or free rescheduling** will be offered.

- **Processing Time:**

Refunds are typically processed within **5–10 business days**, depending on your payment method or provider. Company-billed refunds may follow internal processes.

7. Deliverables with Rides – Service Policy

Al Alfy provides the option to send packages or items along with a ride. The following terms apply:

- **Item Types:**

Only non-hazardous, non-perishable, and legally permitted items are allowed for delivery. Prohibited items include weapons, flammable substances, and items requiring refrigeration.

- **Liability:**

Al Alfy and its drivers are not liable for any damage, loss, or theft of items during delivery unless due to clear driver negligence, in which case compensation may be considered.

- **Packaging:**

It is the sender's responsibility to properly package items to avoid damage. Unsealed or poorly packaged items are transported at your own risk.

- **Tracking:**

You may track your item in real-time via the app until delivery is completed.

- **Pickup & Drop-off:**

Clear information must be provided for both sender and receiver. Deliveries may be canceled or delayed due to incomplete address or contact data.

8. Your Rights

You have the right to:

- Request access to or deletion of your personal data.
- Withdraw your consent for background location tracking at any time.

- Contact us regarding any complaints, concerns, or data-related inquiries.
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9. Contact Us

If you have any questions or need assistance, please contact us:

Email: info@alalfy.com

Phone: +20 109 499 0060
