

PRIVACY POLICY

Last Updated: 2026-02-02

1. Introduction

Massar ("we," "our," or "us") operates the Massar-driver mobile application ("the App"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our App.

By using the App, you consent to the data practices described in this policy. If you do not agree with this policy, please do not use the App.

2. Information We Collect

2.1 Personal Information

We may collect personally identifiable information that you voluntarily provide to us, including but not limited to:

- Name
- Phone number
- Email address
- Account credentials
- Profile information
- Any other information you choose to provide

2.2 Device Information

We automatically collect certain information about your device when you use the App:

- Device type and model
- Operating system and version
- Unique device identifiers (such as IMEI, Android ID)
- Mobile network information
- IP address
- Device settings and preferences

2.3 Usage Data

We collect information about how you interact with the App:

- Features and pages accessed
- Time and date of access
- Time spent on pages
- App interactions and clicks
- Crash reports and error logs
- Performance data and diagnostics

2.4 Location Data

We may collect and process information about your actual location. We use various technologies to determine location, including:

- GPS and network-based location
- IP address
- Cell tower information
- WiFi access points

You can enable or disable location services through your device settings at any time.

2.5 Permissions

The App may request access to certain features of your device, including:

- Camera
- Storage/Media files
- Location services
- Network access
- Phone state
- Notifications

You can manage these permissions through your device settings.

2.6 Cookies and Similar Technologies

We may use cookies, beacons, tags, and similar tracking technologies to collect and store information about your preferences and usage patterns.

3. How We Use Your Information

We use the collected information for various purposes, including:

- To provide and maintain the App
- To create and manage your account
- To process your requests and transactions
- To send you updates, notifications, and service announcements
- To improve the App's functionality and user experience
- To analyze usage patterns and trends
- To detect, prevent, and address technical issues
- To prevent fraud and enhance security
- To respond to customer support inquiries
- To comply with legal obligations
- To enforce our Terms and Conditions
- For internal research and development
- To personalize your experience

4. Legal Basis for Processing (GDPR Compliance)

If you are from the European Economic Area (EEA), our legal basis for collecting and using your personal information depends on the data and context:

- **Performance of a contract:** To provide services you requested

- **Legitimate interests:** To improve our services, prevent fraud, and ensure security
- **Consent:** When we ask for your explicit consent
- **Legal obligations:** To comply with applicable laws

5. How We Share Your Information

We do not sell, trade, or rent your personal information to third parties. We may share your information in the following circumstances:

5.1 Service Providers

We may share information with third-party service providers who perform services on our behalf, such as:

- Cloud hosting and storage providers
- Analytics services
- Customer support platforms
- Payment processors
- Communication services
- Security and fraud prevention services

These service providers are contractually obligated to protect your information and use it only for the purposes we specify.

5.2 Business Transfers

If we are involved in a merger, acquisition, asset sale, or bankruptcy, your information may be transferred as part of that transaction. We will notify you before your information becomes subject to a different privacy policy.

5.3 Legal Requirements

We may disclose your information if required to do so by law or in response to valid requests by public authorities, including to:

- Comply with a legal obligation, court order, or subpoena
- Protect and defend our rights or property
- Prevent or investigate possible wrongdoing
- Protect the personal safety of users or the public
- Protect against legal liability

5.4 With Your Consent

We may share your information for any other purpose with your explicit consent.

5.5 Aggregated or Anonymized Data

We may share aggregated or anonymized information that does not directly identify you with third parties for research, marketing, or analytics purposes.

6. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

When we no longer need your information, we will securely delete or anonymize it. The retention period depends on:

- The nature of the information
- The purpose for which it was collected
- Legal or regulatory requirements
- Our legitimate business interests

7. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit and at rest
- Secure server infrastructure
- Access controls and authentication mechanisms
- Regular security audits and assessments
- Employee training on data protection
- Incident response procedures

However, please note that no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

8. Your Privacy Rights

Depending on your location and applicable laws, you may have the following rights regarding your personal information:

8.1 Right of Access

You have the right to request a copy of the personal information we hold about you.

8.2 Right to Rectification

You have the right to request correction of inaccurate or incomplete information.

8.3 Right to Erasure (Right to be Forgotten)

You have the right to request deletion of your personal information, subject to certain legal exceptions.

8.4 Right to Restriction of Processing

You have the right to request that we restrict the processing of your personal information in certain circumstances.

8.5 Right to Data Portability

You have the right to receive your personal information in a structured, commonly used, and machine-readable format.

8.6 Right to Object

You have the right to object to our processing of your personal information for certain purposes.

8.7 Right to Withdraw Consent

Where we rely on your consent to process your personal information, you have the right to withdraw that consent at any time.

8.8 Right to Lodge a Complaint

You have the right to lodge a complaint with a supervisory authority if you believe your privacy rights have been violated.

To exercise any of these rights, please contact us at info@masardelivery.com.

We will respond to your request within 30 days. We may request additional information to verify your identity before processing your request.

9. Children's Privacy

The App is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately. If we discover we have collected information from a child under 13, we will delete it promptly.

10. International Data Transfers

Your information may be transferred to and processed in countries other than your country of residence, including countries that may not have the same data protection laws.

When we transfer your information internationally, we ensure appropriate safeguards are in place, such as:

- Standard contractual clauses approved by regulatory authorities
- Adequacy decisions by relevant authorities
- Other legally approved mechanisms

By using the App, you consent to the transfer of your information as described in this policy.

11. Saudi Arabia Privacy Compliance

If you are located in Saudi Arabia, we process your personal information in accordance with applicable Saudi Arabian laws and regulations, including but not limited to:

- The Personal Data Protection Law (PDPL)
- E-Commerce Law
- Anti-Cyber Crime Law
- Relevant regulations issued by the Saudi Data and Artificial Intelligence Authority (SDAIA)

12. California Privacy Rights (CCPA)

If you are a California resident, you have specific rights under the California Consumer Privacy Act (CCPA):

- **Right to Know:** You have the right to know what personal information we collect, use, disclose, and sell
- **Right to Delete:** You have the right to request deletion of your personal information
- **Right to Opt-Out:** You have the right to opt-out of the sale of your personal information (we do not sell personal information)
- **Right to Non-Discrimination:** You have the right not to receive discriminatory treatment for exercising your privacy rights

To exercise these rights, contact us at info@masardelivery.com.

13. European Privacy Rights (GDPR)

If you are in the European Economic Area (EEA), United Kingdom, or Switzerland, you have rights under the General Data Protection Regulation (GDPR) as outlined in Section 8 of this policy.

14. Third-Party Links and Services

The App may contain links to third-party websites, services, or applications that are not operated by us. We are not responsible for the privacy practices of these third parties. We encourage you to review the privacy policies of any third-party services you access.

15. Analytics and Advertising

We may use third-party analytics services to help us understand how users interact with the App. These services may collect information about your use of the App and other websites and apps.

We do not currently display third-party advertisements, but if we do in the future, we will update this policy accordingly.

16. Do Not Track Signals

We do not currently respond to "Do Not Track" (DNT) signals from web browsers. We will update this policy if we implement DNT signal response in the future.

17. Push Notifications

We may send you push notifications if you have opted in to receive them. You can disable push notifications at any time through your device settings.

18. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or for other reasons. We will notify you of any material changes by:

- Posting the updated policy in the App
- Sending you an email notification

- Displaying a prominent notice in the App

The "Last Updated" date at the top of this policy indicates when it was last revised. Your continued use of the App after changes take effect constitutes your acceptance of the updated policy.

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.

19. Data Breach Notification

In the event of a data breach that affects your personal information, we will notify you and relevant authorities as required by applicable law, without undue delay.

20. Your Choices and Controls

You have several choices regarding your information:

- You can choose not to provide certain information, though this may limit your ability to use certain features
- You can disable location services through your device settings
- You can opt out of receiving promotional communications
- You can delete your account and associated data
- You can manage app permissions through your device settings

21. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Company Name: Massar

Email: info@masardelivery.com

Website: hader-app.online

Address: Riyadh - Saudia Arabia

Phone: +966598971729

By using Massar-driver, you acknowledge that you have read, understood, and agree to this Privacy Policy.