

## Privacy Policy

Last Updated: [10 august 2025]

### 1. Information We Collect

When you use our App, we may collect the following information:

- Personal Information: Name, phone number, email address, delivery address, billing address.
- Account Information: Login credentials (if you register an account).
- Order Information: Products purchased, quantity, price, order history.
- Payment Information: Payment method details (e.g., credit/debit card via secure payment gateway, or cash on delivery selection).
- Device Information: Device model, operating system, unique identifiers, and app usage statistics.
- Location Information (Optional): If you enable location services, we may collect your location to show nearby stores.

### 2. How We Use Your Information

We use your information for:

- Processing and fulfilling your orders.
- Providing customer support.
- Sending order updates, receipts, and delivery notifications.
- Improving our App and user experience.
- Processing secure online payments through our payment partners.

### 3. Payment Processing

We use third-party payment processors to handle online transactions.

We do not store your full credit or debit card details on our servers.

Payment information is encrypted and processed securely by our payment partners.

### 4. Sharing of Information

We do not sell, rent, or trade your personal information.

We may share your data with:

- Delivery Partners: To deliver your orders.

- Payment Providers: For processing online transactions.
- Service Providers: For app hosting, analytics, and notifications.
- Legal Authorities: If required by law.

## 5. Data Security

We use industry-standard measures to protect your personal information against unauthorized access, disclosure, alteration, or destruction.

## 6. Your Rights

You can:

- Access, update, or delete your personal information.
- Request a copy of your data.
- Withdraw consent for certain processing activities.

To exercise these rights, contact us at [Your Contact Email].

## 7. Children's Privacy

Our App is not intended for children under 13 years of age.  
We do not knowingly collect personal data from children.

## 8. Changes to This Policy

We may update this Privacy Policy from time to time.  
We will notify you of any significant changes by posting the updated policy in the App and updating the "Last Updated" date.

## 9. Contact Us

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

Galaxy solutions  
Email: waqas@galaxyitc.com  
Phone: +966539178005