

Privacy Policy for Pimado

Effective date: August 4, 2026

Pimado (the "App") is a delivery management application managed by Mia Zebian. This Privacy Policy explains what information we collect, why we collect it, how it is used, how it may be shared, how long it may be retained, and the choices available to owners, drivers, and administrators who use Pimado. By using the App, you acknowledge the practices described in this Privacy Policy.

1. Information We Collect

Depending on your role and how you use Pimado, we may collect the following categories of information:

- **Name, business name, and user role:** Used to identify the account holder, distinguish owners, drivers, and administrators, display the correct profile, and support delivery operations.
- **Phone number and account identifiers:** Used for account identification, operational communication, support, and, where enabled, contact between authorized participants in a delivery.
- **Profile image:** Used to display the user profile and help authorized users identify the relevant owner or driver. Images are stored using Firebase Storage or another configured storage service.
- **Verification, availability, and account status:** Used to determine whether an account is active, verified, allowed to use the App, or currently available to receive delivery work.
- **Precise or approximate location:** Collected when required to show pickup or delivery locations, help owners select locations, help drivers navigate or view delivery destinations, and support location-based help requests. Location is collected only when the relevant feature is used and the required permission has been granted.
- **Order and delivery information:** Includes order number, pickup or store information, delivery address or coordinates, assigned driver, status, timestamps, and delivery progress. It is used to create, assign, manage, monitor, and complete deliveries.
- **Photos and uploaded files:** Used for profile pictures and, where supported by the App, delivery evidence, order-related images, or uploaded operational documents. The App accesses the camera, photo library, or file picker only when a user chooses to upload content.
- **Help-request information:** May include a description, driver name or identifier, phone number, location, status, and timestamp. It is used to respond to operational assistance or safety-related requests.
- **Notification token:** A device token generated through Firebase Cloud Messaging may be stored and used to send order updates, status changes, help-request alerts, and administrative or service notifications.
- **Application version and build number:** Used to determine whether a device is running a supported version, show optional or mandatory update notices, and identify owners or drivers who have not yet updated. For administrators, the version may be checked without saving it to a shared administrator account document.
- **Device and technical diagnostics:** May include device platform, operating-system information, connectivity state, error details, and compatibility information. This data is used to investigate errors, improve reliability, and diagnose app-version or device compatibility problems.

2. How We Use Information

We use collected information to:

- Create, verify, and manage user accounts;
- Connect owners with drivers and support delivery operations;
- Create, assign, update, and complete orders;

- Display pickup, delivery, and help-request locations;
- Send operational, security, and service notifications;
- Process support and help requests;
- Confirm whether users are running a supported application version;
- Provide optional or mandatory update notices;
- Investigate errors, connectivity problems, misuse, and unauthorized access;
- Improve App reliability, security, and functionality; and
- Comply with legal, regulatory, security, and dispute-resolution obligations.

3. Firebase and Other Third-Party Services

Pimado relies on service providers that process information on our behalf. Depending on the features enabled, the App may use Firebase Authentication, Cloud Firestore, Firebase Realtime Database, Firebase Storage, Firebase Cloud Messaging, Google Maps or device location services, and Google Play services.

These providers may receive account information, device identifiers, notification tokens, uploaded content, location information, order data, technical logs, or other data necessary to provide their services. They process information under their own terms, privacy policies, and security practices. We do not control their independent processing, but we use them to host data, deliver notifications, display maps, store files, authenticate users, and operate the App.

We do not authorize third-party providers to use personal information for unrelated advertising purposes on our behalf. Users should review the privacy information published by Google and Firebase for more details about how those services handle data.

4. How Information Is Shared

We do not sell personal information. Information may be shared only when reasonably necessary with:

- Owners, drivers, and administrators involved in an order or support request;
- Authorized operational or technical support personnel;
- Google, Firebase, and other service providers acting on our behalf;
- Legal or regulatory authorities when disclosure is required by law; and
- Other parties when necessary to protect the safety, security, rights, or property of users, the App, or the public.

For example, an owner may see the assigned driver name, while a driver may see the store or owner information and delivery location necessary to complete an order.

5. Data Storage and Security

Information may be stored through Firebase and other Google infrastructure. We use reasonable administrative, technical, and organizational safeguards designed to protect data against unauthorized access, loss, misuse, alteration, disclosure, or destruction.

No method of internet transmission or electronic storage is completely secure. We therefore cannot guarantee absolute security. Users are responsible for protecting their login credentials and preventing unauthorized access to their devices.

6. Data Retention

Account information is generally retained while the account remains active or while it is needed to provide the service. Order and delivery records may be retained after an account is closed when they are required for operational records, security, fraud prevention, dispute resolution, accounting, or legal compliance.

Notification tokens are retained while they remain necessary to deliver notifications and may be replaced or removed when they are no longer valid. Application-version and last-check information may be updated each time the App is opened. Help-request records may be retained for operational follow-up, incident review, and security purposes.

When information is no longer required for the purposes described above, we will delete or anonymize it where reasonably possible. The exact retention period may vary according to the type of information, operational need, legal requirements, security considerations, and whether a dispute or investigation is ongoing.

7. Account and Data Deletion

Users may request deletion of their account and eligible personal information by emailing mianajwazebian@gmail.com. The request should include the user's name, role, registered phone number or other account identifier, and a clear statement that account deletion is requested.

We may ask for additional information to verify the requester's identity and prevent unauthorized deletion. After verification, we will delete or anonymize personal information that is no longer required, subject to the exceptions described below.

8. Information That May Remain After Deletion

Deleting an account does not necessarily remove every record immediately. We may retain limited information when necessary to comply with legal obligations, maintain financial or operational records, prevent fraud or misuse, protect security, resolve disputes, enforce agreements, or preserve order history that must remain accurate.

Where possible, retained records will be restricted, minimized, or anonymized so that they are no longer used for ordinary account activity. Data already included in backups may remain temporarily until those backups are securely overwritten or expire under normal backup cycles.

9. Permissions Used by the App

- **Location permission:** Used to select, display, and process pickup, delivery, and help-request locations.
- **Camera, photo, and file permissions:** Used only when a user chooses to capture, select, or upload a profile image, delivery evidence, or other supported file.
- **Notification permission:** Used to send order, delivery, help-request, security, update, and administrative notifications.
- **Internet access:** Used to connect the App with Firebase, Google Maps, notification services, storage, and other online features.

Disabling a permission may prevent related features from functioning correctly.

10. Children's Privacy

Pimado is intended for authorized owners, drivers, administrators, and other delivery-service participants. It is not directed toward children. We do not knowingly collect personal information from children for independent use of the service. If we learn that a child has provided information without appropriate authorization, we will take reasonable steps to delete it.

11. International Data Processing

Information may be processed or stored in countries other than the user's country of residence, including locations where Firebase, Google, or other service providers operate. Where required, we take reasonable steps to use service providers and safeguards appropriate to the processing.

12. User Rights

Depending on applicable law, users may have the right to:

- Request access to personal information;
- Request correction of inaccurate or incomplete information;
- Request deletion of eligible information;
- Object to or restrict certain processing;
- Withdraw consent where processing is based on consent; and
- Submit a complaint to an appropriate data-protection authority.

We may request information necessary to verify identity before responding to a request.

13. Changes to This Privacy Policy

We may update this Privacy Policy when App features, data practices, service providers, or legal requirements change. The revised policy will be published with an updated effective date. Where appropriate, users may also be informed through the App or another communication method.

14. Contact Us

For privacy questions, account-deletion requests, or concerns about Pimado, contact:

Developer/Manager: Mzebian

Email: mianajwazebian@gmail.com