

Privacy Policy for G2 Express

This Privacy Policy outlines the information practices followed by [Super App Name], a multi-service platform that allows users to order food, book hotels, purchase groceries, and book taxis, collectively referred to as the "Services." This policy is intended to inform you about the types of personal information we collect, how we use and protect it, and your rights regarding your information.

Information We Collect

1.1 Personal Information: When you create an account or use our Services, we may collect personal information such as your name, email address, phone number, and payment details. We need this information to provide you with access to our Services, process your orders, and facilitate communication with you.

1.2 Usage Information: We may collect information about how you use our Services, including your interactions with the app, search queries, transaction details, and preferences. This information helps us personalize and improve your user experience.

1.3 Device Information: We may collect information about the device you use to access our Services, such as the device type, operating system, unique device identifiers, and IP address. This information is used for analytical purposes, to diagnose technical issues, and to ensure the security and integrity of our Services.

1.4 Location Information: With your consent, we may collect and process your location data to provide location-based services, such as finding nearby restaurants, hotels, grocery stores, or taxis. You can control location permissions through your device settings.

How We Use Your Information

2.1 Service Provision: We use your personal information to process your orders, facilitate payment transactions, and deliver the Services you request. This includes connecting you with drivers, merchants, or service providers relevant to your chosen service.

2.2 Personalization: We may use your information to personalize your experience, provide tailored recommendations, and display relevant content, offers, or advertisements.

2.3 Communication: We may use your contact information to communicate with you about your orders, updates to our Services, promotional offers, or customer support inquiries.

2.4 Analytics and Improvements: We may use aggregated and anonymized data to analyze usage patterns, improve our Services, develop new features, and conduct research to enhance user experience.

2.5 Legal Compliance and Protection: We may use your information to comply with applicable laws, regulations, or legal processes. We may also use it to detect, prevent, or address fraud, security issues, or any other misuse of our Services.

Information Sharing

3.1 Service Providers: We may share your personal information with third-party service providers who assist us in delivering the Services, such as payment processors, delivery partners, and customer support providers. These service providers are obligated to handle your information securely and in accordance with applicable data protection laws.

3.2 Business Partners: We may share your information with our trusted business partners who provide complementary services, such as hotels, restaurants, grocery stores, or transportation companies. Such sharing is necessary to fulfill your requested services and enhance your overall experience.

3.3 Legal Requirements: We may disclose your information if required by law, court order, or governmental authority. We may also share your information to protect our rights, safety, or property, and that of our users and partners.

Data Security and Retention

We employ industry-standard security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure. We retain your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law.

Your Rights and Choices

5.1 Access and Correction: You have the right to access, review, and correct your personal information stored in our systems.