

Privacy Policy

Effective Date: December 1, 2024

Last Updated: December 31, 2026

At **Tracker** safeguarding your privacy is our top priority. This Privacy Policy outlines how we collect, use, share, and protect your personal data. It also explains your rights regarding the information we process. By using our application (the “App”), you consent to the practices described herein.

1. Data We Collect

1.1 Information Provided by You

We collect the following data directly from you:

- Personal information such as your name, address, phone number, and email address.
- Details of suppliers, waste pickers, and workers, including demographics and contact information.
- Waste collection and delivery data (e.g., quantities, dates, and locations).
- Payment details for secure digital transactions (if applicable).

1.2 Information Collected Automatically

We collect data automatically to enhance user experience and ensure app functionality:

- Device information, such as IP address, operating system, and app usage analytics.
- Geolocation data, collected only with your explicit consent.
- Application crash logs and diagnostic information for app performance optimization.
- **Camera Access:** To facilitate QR code scanning for operational purposes, we may request camera access. This access is strictly limited to QR code scanning functionality and is granted only with your explicit permission.

1.3 Information from Third Parties

We may receive data from integrated third-party services, such as:

- Payment gateways and analytics platforms (refer to their privacy policies for specifics).
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2. Purpose of Data Collection

We use your data for the following purposes:

- **User Management:** Managing supplier, worker, and waste picker profiles.
 - **Operational Efficiency:** Tracking waste collection, delivery activities, and related processes.
 - **Secure Transactions:** Facilitating payment processing and record-keeping.
 - **Insights and Reporting:** Generating analytics for informed decision-making.
 - **Communication:** Notifying users about updates, changes, and relevant features.
 - **QR Code Functionality:** Using camera access to scan QR codes for authentication, tracking, or operational workflows.
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3. Legal Basis for Data Processing (GDPR)

Our legal basis for processing personal data includes:

- **Consent:** Explicit consent provided by you during onboarding or data submission.
 - **Contractual Necessity:** To fulfill agreements or provide services outlined in app functionalities.
 - **Legitimate Interests:** To enhance app security, usability, and performance.
 - **Legal Compliance:** To adhere to applicable laws and regulatory requirements.
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4. Your Rights

4.1 Rights Under GDPR

- **Access:** Obtain a copy of your personal data.
- **Rectification:** Request corrections to inaccurate or incomplete data.
- **Erasure:** Request deletion of your data ("Right to be Forgotten").
- **Data Portability:** Receive your data in a structured, machine-readable format.
- **Restriction:** Restrict the processing of your personal data.
- **Objection:** Object to processing based on specific grounds.

4.2 Rights Under CCPA

- **Right to Know:** Request details about collected personal data and how it is used.
 - **Right to Delete:** Request deletion of your personal data.
 - **Right to Opt-Out:** Opt-out of the sale of your personal data.
 - **Non-Discrimination:** Receive equal service and pricing regardless of exercising your rights.
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5. Data Retention

We retain personal data only as long as necessary to fulfill the purposes outlined in this policy or comply with applicable laws.

6. Data Sharing

We may share your personal data with:

- **Service Providers:** To facilitate payments, analytics, and essential services.
- **Legal Authorities:** When mandated by law or legal processes.
- **Business Transfers:** During mergers, acquisitions, or sales of the company or its assets.

7. Data Security Measures

We employ industry-standard practices to safeguard your data:

- AES encryption for sensitive data at rest.
- HTTPS/TLS encryption for secure data transmission.
- Regular vulnerability assessments and penetration testing.
- Robust authentication mechanisms, such as hashed passwords and OAuth protocols.

8. Cookies and Tracking Technologies

We use cookies and similar technologies to improve app functionality, user experience, and analytics. You can manage cookie settings through your device or browser preferences.

9. Camera Access

The App requires access to your device's camera for QR code scanning functionalities.

- Camera access is used solely for QR code scanning purposes and is not used to collect or store images or videos.
- Access is granted only with your explicit permission, requested through a consent prompt.

10. Children's Privacy

This App is not intended for users under the age of 16 (GDPR) or 13 (CCPA). We do not knowingly collect data from minors.

11. Data Breach Notification

In the event of a data breach, we commit to:

- Informing affected users within 72 hours.
- Notifying relevant regulatory authorities as required by GDPR or local regulations.

- Taking immediate remedial action to address vulnerabilities.
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12. Updates to This Policy

We may revise this Privacy Policy periodically. Significant updates will be communicated via app notifications or email. The most current version will always be available within the App.

13. Contact Us

If you have questions, concerns, or wish to exercise your rights, please contact us at:

- **Email:** lashkar.bpcl@gmail.com
 - **Phone:** +880258610012-18
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14. Compliance Evidence and Transparency

To demonstrate our commitment to privacy, we maintain:

- **Logs:** Records of user consent, data access, export, and deletion requests.
 - **Privacy Documentation:** Accessible links to this Privacy Policy during onboarding and in the settings menu.
 - **Audit Reports:** Internal and third-party audit reports to ensure GDPR and CCPA compliance.
 - **Third-Party Agreements:** Data Processing Agreements (DPAs) with all third-party service providers.
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Consent

By using this App, you acknowledge that you have read, understood, and agreed to the terms outlined in this Privacy Policy.