

# Privacy Policy

**Last Updated: 26th July 2024**

Pikup ("we," "our," or "us") values your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you use our application ("App"). Please read this policy carefully. If you do not agree with the terms of this policy, please do not use the App.

## 1. Information We Collect

### a. Personal Information

We collect personal information that you provide directly to us when using the App. This may include:

- **Contact Information:** Name, email address, phone number.
- **Account Information:** Usernames, passwords, and profile details.
- **Payment Information:** Credit card numbers and other payment information (processed securely).
- **Location Data:** Real-time location information for pickup and delivery services.

### b. Usage Data

We collect information automatically when you use the App, including:

- **Device Information:** IP address, browser type, and operating system.
- **Usage Information:** Pages viewed, time spent on the App, and other usage statistics.
- **Cookies and Similar Technologies:** Used to track user preferences and enhance the user experience.

## 2. How We Use Your Information

We use the collected information to:

- Provide, operate, and maintain the App.
- Process and manage your orders.
- Communicate with you about your account, orders, and services.
- Improve and personalize your experience with the App.
- Monitor and analyze usage and trends to improve the App's functionality and security.
- Facilitate payments and fraud prevention.
- Comply with legal obligations.

### 3. Sharing Your Information

We do not sell, trade, or otherwise transfer your personal information to third parties without your consent, except in the following circumstances:

- **Service Providers:** Third-party companies that assist us in operating the App, conducting our business, or servicing you.
- **Legal Obligations:** To comply with legal processes or enforce our policies.
- **Business Transfers:** In the event of a merger, sale, or other asset transfer, your information may be transferred.

### 4. Your Rights and Choices

- **Access and Update:** You can access and update your personal information through your account settings.
- **Opt-Out:** You can opt-out of receiving promotional communications from us.
- **Location Services:** You can control the location services through your device settings.

### 5. Data Security

We implement a variety of security measures to maintain the safety of your personal information. However, no method of transmission over the Internet or electronic storage is 100% secure.

### 6. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which we collected it, including any legal, accounting, or reporting requirements.

### 7. Children's Privacy

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

### 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make changes, we will notify you by revising the "Last Updated" date at the top of the policy and, in some cases, provide additional notice.

### 9. Contact Us

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

Pikup Email: [info@mypikkup.com](mailto:info@mypikkup.com) Phone: +237677228932