Privacy Policy

Last Updated: September 21, 2026

TeaTap / ChaiOps ("we", "our", or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect information when you use the TeaTap / ChaiOps mobile application and related services.

1. Information We Collect

Depending on how you use the application, we may collect the following information:

Account Information

- Name
- Mobile phone number
- Email address
- Profile information
- Business name
- Business/route information
- Account role

The application uses phone-based authentication and OTP verification for account access.

Customer and Business Information

For operators and authorized users, the application may process:

- Customer name
- Phone number
- Email address
- Address
- Route information
- Daily tea/cup consumption
- Product and pricing information
- Outstanding balances
- Customer status
- Business information

These details are used to manage tea subscriptions, customers, products, deliveries, and billing.

Billing and Payment Information

The application may process:

- Invoice information
- Bill amounts
- Payment amounts
- Payment dates
- Payment methods
- Outstanding and paid balances

Payment records may include methods such as UPI, cash, or card.

Communication Information

If you use the chat functionality, we may process:

- Messages you send
- Message timestamps
- Conversation information
- Read/delivery status

Chat functionality is provided between authorized users of the application.

Notifications

We may collect and process notification information such as notification title, message, timestamp, notification type, and read status.

2. How We Use Your Information

We use collected information to:

- Create and manage your account
- Authenticate users through OTP verification
- Provide and maintain application functionality
- Manage customers and business accounts
- Manage tea products and pricing
- Record tea consumption and entries
- Generate and manage bills
- Record payments
- Provide chat and communication features
- Send relevant notifications
- Provide dashboards and reports
- Maintain application security
- Detect and prevent unauthorized access
- Improve our services and application performance

3. Authentication and Account Security

TeaTap / ChaiOps uses authentication mechanisms to protect user accounts. Users may be required to verify their phone number through an OTP before accessing the application.

Authenticated API requests use authorization tokens to help protect account and business data.

4. Data Access and User Roles

The application supports different user roles, including:

- Customer
- Operator
- Admin

Access to information depends on the user's authorized role. Operator and customer data is scoped according to the user's authorized business/vendor account.

Administrative users may have additional access required to manage users, subscriptions, operators, customers, products, devices, and application statistics.

5. Data Sharing

We do not sell or rent your personal information.

Information may be accessed or processed by:

- Authorized users within the application
- Service providers that help us operate the application
- Technical infrastructure and hosting providers
- Payment service providers, where required for payment processing
- Authorities when required by applicable law

We only share information when necessary to provide the requested services, operate the application, protect users, or comply with legal obligations.

6. Data Security

We take reasonable technical and organizational measures to protect your information against unauthorized access, alteration, disclosure, or destruction.

However, no electronic transmission or storage system can be guaranteed to be completely secure.

7. Data Retention

We retain personal information only for as long as reasonably necessary to:

- Provide our services
- Maintain your account
- Maintain business and billing records
- Meet legal, regulatory, accounting, or reporting requirements
- Resolve disputes
- Enforce our agreements

When information is no longer required, we may delete or anonymize it in accordance with applicable requirements.

8. Your Rights

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

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of your information
- Request information about how your data is used
- Withdraw consent where applicable

To make a privacy-related request, contact us using the details provided below.

9. Children's Privacy

TeaTap / ChaiOps is not intended for children under the age required by applicable law to independently provide personal information.

We do not knowingly collect personal information from children without appropriate consent. If you believe that a child has provided personal information to us, please contact us so that we can take appropriate action.

10. Third-Party Services

The application may rely on third-party infrastructure, authentication, payment, hosting, analytics, messaging, or other service providers.

These providers may process information as necessary to provide their services. Their handling of information is governed by their respective privacy policies and applicable agreements.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

When we make changes, we may update the "Last Updated" date at the top of this policy. Continued use of the application after an update means that you acknowledge the updated Privacy Policy.

12. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us:

Company/App Name: TeaTap / ChaiOps
Email:admin.teatap@gmail.com

We will make reasonable efforts to respond to privacy-related requests within a reasonable period.

13. Consent

By using TeaTap / ChaiOps, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of information as described above.

TeaTap / ChaiOps Team