

Privacy Policy

[Brand Name] (“[Brand Name],” “we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy (“Policy”) explains how we collect, use, disclose, and protect personal information (as that term is defined below) of our customers and users. It applies to all personal information collected by us on [\[https://yourdomain.com\]](https://yourdomain.com) (the “Site”), the [Brand Name] mobile application, and any other website or mobile application that links to this policy, as well as during any written, electronic, and oral communications (collectively, the “Services”). [Brand Name] may collect personal information to help you place and receive orders and to improve the [Brand Name] service.

Your access to and use of our services are subject to our terms and conditions, which define some of the terms used throughout this policy. Please make sure that you have carefully read and understand the terms and conditions before you use our services. By using our services, you accept the terms and conditions and the privacy practices described in this policy. If you do not feel comfortable with any part of this policy or our terms and conditions, you must not use or access our services.

Our services may change from time to time. As a result, we reserve the right to update or modify this policy at any time and from time to time without prior notice. If we make any material changes to the way we process your personal information, we will notify you before such changes become effective. If you object to any changes, you must cease using our services. We recommend you review this policy periodically. This policy became effective on the date indicated at the top of this page. Your continued use of our services after any changes or revisions to this policy indicates your agreement to the terms of the revised policy.

1. Collection of Personal Information

When you use our services, we may collect or receive personal information about you to provide those services and operate our business. The types of personal information that we may collect about you are:

a. Information You Provide to Us Directly

You may provide your personal information to us when you use our services, including when you register with [Brand Name], search within or place orders through our services, contact us with inquiries, respond to surveys, or otherwise access our services. This information may include:

User Profile: We collect profile information associated with your Customer [Brand Name] account. This includes information such as name, email address, delivery address, and phone number.

Order Details: When you place an order through our services, we collect information related to that order. This may include information such as items purchased, special instructions, the date and time of the order, and the subtotal.

Payment Information: Payment information is collected, such as bank name and payment method.

Surveys: From time-to-time, we invite our customers and users to participate in surveys or contests. When a customer or a user participates, we request certain personal information, such as their name and email address.

b. Information Received From You as Part of Your Communications

When you use our services (for example, on our site), complete electronic forms, communicate with our drivers, or contact us by online chat, email, phone, or text, we may automatically collect and store certain information about you and the activity you engaged in, for example, your name and contact information, your order details, information that you voluntarily provide to us, the nature of your communication, the purpose of the interaction, and the action we took in response to your inquiry or request.

c. Information Collected Automatically

We also may receive and store certain information about you and your device(s) automatically when you access or use our site and services. This information may include:

Technical Information: We collect technical information associated with your activity on our site, which may include information related to your browser and operating system, an IP address (the Internet address of your computer), unique device identifiers, and other information such as your device type. We use such information for diagnostic and statistical purposes and to administer our services.

Site Usage Information: We collect information to better understand customer traffic patterns and site usage. This may include the webpage you were visiting prior to accessing our site or mobile application, as well as the pages or features of our site or mobile application you browsed to tell us which parts of our site, app, and services you visit and how much time you spend there. This information is used to analyze and improve our site and to provide our customers with a better user experience.

Site Preferences: We collect information about your preferences to make your use of the site more productive through the use of cookies.

d. Location Information

When you use the services, we may collect general location information (such as your IP address). If you permit the Services to access location services through the permission system used by your mobile operating system ("Platform") or browser, **we may also collect the precise location of your device when the [Brand Name] app is running in the foreground or background of your device.** This information may be used to help you select your delivery address, to provide more accurate deliveries of your orders, to provide recommendations to you, and to enhance your user experience and improve the services. You can choose whether to enable the location tracking feature through the settings on your device or platform or when prompted by the [Brand Name] mobile app. If you choose to disable the location feature, the driver will not receive precise location information from your device, which may compromise the accuracy of deliveries in some situations.

e. Personal Information from Publicly Available Sources and Third Parties

We may collect or receive personal information about you from publicly available sources, social network providers, marketing partners, and/or third parties. This may include: Social Network Information: We may receive information about you from other services. For example, we receive certain information from Facebook when you use their service to login to [Brand Name].

f. Demographic Information

This characteristic information could include information such as income, marital status, spending habits, and other information pertaining to customers.

2. Use of Cookies

We use cookies to collect information and personalize your experience with our services.

Cookies

Cookies are small web files that a site or its provider transfers to your device's hard drive through your web browser and that enable the site's or provider's system to recognize your browser and remember certain information.

How We Use Cookies – We use first-party and third-party cookies for the following purposes: to make our Services function properly; to improve our Services; to recognize you when you return to [Brand Name] and to remember information you have already provided, such as items already in your order cart; to collect information about your activities over time and across third party websites or other online services in order to deliver content and advertising tailored to your interests; and to provide a secure browsing experience during your use of our Services

3. Use of Your Personal Information

We may use the information we collect or receive about you for various purposes, including:

a. To Provide You With Our Services

We use your information to provide you the Services. For example, we use credit card information to complete a transaction or an address to allow the driver to fulfill your delivery. If the applicable information is to be provided or the service is to be performed by a third party, then we will disclose the applicable personal information to the third party providing the information or performing the applicable service. Your information may be available to or provided to third-party service providers, who are contractually obligated to protect it as disclosed in this policy.

b. To Maintain, Improve, and Personalize the Services

We use your information for our everyday business operations such as auditing, administration of the services, forum management, fulfillment, and analytics. Your information may also be used to improve the content and/or functionality of the Services. For example, it may be used to help us and/or our Merchants improve our offerings. We also use your information to personalize your experience. For example, we may personalize the content and features you see when visiting our Services. In addition, we may personalize advertisements, marketing communications, and recommendations to make them more tailored to your interests.

c. To Communicate with You

We use your information to communicate with you. For example, we may send you text messages or other notifications about the status of your orders and deliveries. We may also contact you with promotional offerings or other communications that may be of interest to you. If we send you marketing emails about services that may interest you, each email will contain instructions permitting you to “opt-out” of receiving future marketing or other communications. In the event you contact us, we use certain information to respond to your questions and assist you with any issues that may arise in your use of the Services. If you send text messages to a driver, using the telephone number for that driver available on the Services, we may use a third-party service provider to track these text messages. We track these text messages for fraud prevention, to ensure appropriate charging of fees, to enforce our Terms and Conditions, and for quality and training purposes. As part of this process, [Brand Name] and its service provider will receive in real time and store data about your text message, including the date and time of the text message, your phone number, and the content of the text message.

d. For Account and Network Security Purposes

We care about keeping you secure and safe while using our Services. Keeping you safe requires us to process your Personal Information, such as your device information, activity information and other relevant information. We use such information to combat spam, malware, malicious activities or security risks; improve and enforce our security measures; and to monitor and verify your identity so that unauthorized users do not gain access to your information.

e. To Maintain Legal and Regulatory Compliance

Our Services are subject to certain laws and regulations which may require us to process your Personal Information. For example, we process your Personal Information to pay our taxes, to

fulfill our business obligations, ensure compliance with employment and recruitment laws or as necessary to manage risk as required under applicable law.

f. To Enforce Compliance with Our Terms and Conditions and Policies

When you access or use our Services, you are bound to our Terms and Conditions and this Policy. To ensure you comply with them, we process your Personal Information by actively monitoring, investigating, preventing and mitigating any alleged or actual prohibited, illicit or illegal activities on our Services. We also process your Personal Information to: investigate, prevent or mitigate violations of our internal terms, agreements or policies; enforce our agreements with third parties and business partners.

g. To Protect You, Others, and Our Business

We use your information to protect you, others, and our business, including, without limitation, using information for fraud prevention, for enforcement of our Terms of Service, to comply with the law, and to protect against security risks.

h. For Our Business Purposes

We may use your information for any other purpose disclosed to you at the time we collect or receive the information, or otherwise with your consent.

4. Sharing of Personal Information with Third Parties

Your Personal Information is not shared with third parties without your permission, except as described below.

a. Service Providers

We may share your information with our third-party service providers for certain business purposes. This information is provided in order for them to provide us services such as payment processing, advertising services, marketing partners, web analytics, data processing, IT services, customer support and other services. These third-party service providers have access to your Personal Information only for the purpose of performing services on our behalf and are expressly obligated not to disclose or use your Personal Information for any other purpose.

b. Related Entities

We may share your information with our affiliates (entities that control or are under the control of [Brand Name]) for business purposes. We will require these entities to comply with the terms of this Policy with regard to their use of your information.

c. When Required by Law

We recognize that information related to your orders could contain private information. However, we may be required to disclose your information to third parties including law enforcement agencies when required to protect and defend our legal rights, protect the safety and security of users of our Services, prevent fraud, comply with the law, respond to legal process, or to a request for cooperation by a government entity. We have developed a process that strikes a balance between protecting customer privacy and responding to valid law enforcement requests.

d. Corporate Transactions

In the event of a sale, transfer, merger, reorganization, dissolution, or similar event, we may transfer your information to one or more third parties as part of that transaction.

e. With Your Consent

We also may share or disclose your information with your consent or at your direction.

5. Security

[Brand Name] has implemented administrative, technical, and physical security controls to protect information, but no online activity is ever completely secure or error-free. While we make every effort to keep your information secure, we cannot guarantee that it is completely secure. Please keep this in mind when disclosing any information to [Brand Name]. Please recognize that protecting your personal information is your responsibility. We urge you to take every precaution to protect your information when you are on the Internet or when you communicate with us or with others through the Internet. Change your passwords often, use a combination of letters and numbers, and make sure you use a secure browser. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of your account might have been compromised) or if you suspect someone else is using your account, please let us know immediately by contacting us as indicated in the "Contact Us" section below.

6. Data Retention

We will retain your personal information for as long as your account is active or as needed to provide you services and to maintain a record of your transactions for financial reporting purposes. We will also retain and use your personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

7. Third-Party Sites

Some of the functionality may be provided by third parties, and the services may link to other third-party websites that are not controlled by [Brand Name]. These third parties are not under our control, and [Brand Name] is not responsible for their privacy policies or practices. If you provide any personal information to any third party or through any such third-party website, we recommend that you familiarize yourself with the privacy policies and practices of that third party.

8. Contact Us

If you have any questions or concerns relating to this policy or our privacy practices, please contact us at:

- [Email]

or:

- [Brand Name]

Address :

[Address1]

[Address2]

[State]

[Country]

[Pincode]

• Help Email: [Email]

• Telephone Number: [Phone]