Privacy Policy for Send Me Now Logistics

Last Updated: 12/07/2026

Send Me Now Logistics ("we," "us," "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application ("App"). Please read this policy carefully.

1. Information We Collect

We collect the following types of information to provide our food delivery services.

- **Account & Profile Data:** Your name, email address, phone number, and delivery addresses to create and manage your account.
- **Order & Delivery Data:** Details of your orders, including items purchased, special instructions, order history, and delivery location to process and fulfill your requests.
- **Payment Data:** Payment information is processed by our third-party payment processors (e.g., credit card details). We do not store full card numbers on our servers but may retain transaction history for record-keeping.
- **Location Data:** With your consent, we collect your precise GPS location to help you find nearby restaurants and enable real-time order tracking by our drivers.
- **Device & Usage Data:** We automatically collect information like your IP address, device ID, operating system, and how you interact with the App (e.g., pages viewed, clicks) to improve performance and security.
- **Authentication Data:** Securely hashed passwords and one-time password (OTP) logs to secure your account.

2. How We Use Your Information

We use your data for the following purposes:

- **To Provide Services:** Process orders, facilitate delivery, and communicate order status.
- **For Customer Support:** Respond to inquiries, resolve issues, and provide support.

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- **For Personalization:** Suggest restaurants, offers, and content tailored to your preferences.
- **For Communication:** Send order confirmations, updates, and promotional materials (with your consent).
- **For Security & Fraud Prevention:** Monitor transactions and user behavior to detect and prevent fraud.
- **For App Improvement:** Analyze usage data to enhance app performance and user experience.

3. Data Sharing and Disclosure

We may share your information with third parties only as necessary to operate our service:

- **With Restaurants:** We share order details (items, name) with the restaurant you order from to prepare your food.
- **With Delivery Partners (Drivers):** We share your name, delivery address, and contact number with the assigned driver to facilitate delivery.
- **With Service Providers:** We use third-party services for cloud hosting, payment processing, analytics, and customer support communications. These parties are contractually obligated to protect your data.
- **For Legal Compliance:** We may disclose information to comply with legal obligations, court orders, or to protect the rights and safety of our users and company.
- **Business Transfers:** In the event of a merger, acquisition, or asset sale, your data may be transferred.

4. Data Security

We implement robust security measures to protect your data:

- **Encryption:** Data is encrypted in transit using TLS and at rest using industry-standard methods.
- **Access Control:** Access to personal data is restricted to authorized personnel only.

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- **Compliance:** Our payment processing is PCI-DSS compliant. We conduct regular security audits and penetration testing.

5. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes described in this policy, comply with legal obligations, or resolve disputes. Once data is no longer needed, it is securely deleted or anonymized.

6. Your Privacy Rights

Depending on your jurisdiction (e.g., GDPR, CCPA), you may have the following rights:

- **Access:** Request a copy of your personal data.
- **Correction:** Update or correct inaccurate information.
- **Deletion (Right to be Forgotten):** Request deletion of your account and data.
- **Opt-Out:** Withdraw consent for marketing communications or location data collection at any time.

To exercise these rights, please contact us at **[Insert Support Email]**.

7. Changes to This Policy

We may update this policy from time to time. We will notify you of any changes by posting the new policy on this page and updating the "Last Updated" date.

8. Contact Us

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

- **Email:** [Insert Support Email]
- **Address:** [Insert Business Address]

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Google Play Data Safety Section Form

To publish your app on Google Play, you must complete the "Data safety" form in the Play Console. Based on the policy above, here is how you should likely fill it out.

Part 1: Data Collection and Security

1. **Does your app collect or share any of the required user data types?** Yes.
2. **Is all user data collected by your app encrypted in transit?** Yes (you should be using HTTPS/TLS).
3. **Do you provide a way for users to request that their data be deleted?** Yes (reference the rights in your policy).

Part 2: Data Types (Select all that apply)

Data Type	Collected?	Shared?	Purpose
Approximate Location	Yes	Yes	App functionality, Analytics, Personalization
Precise Location	Yes	Yes (with drivers)	App functionality, Personalization
Name	Yes	Yes (with restaurants/drivers)	App functionality, Account management
Email Address	Yes	No (unless required for support)	App functionality, Account management, Marketing (if consented)

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Data Type	Collected?	Shared?	Purpose
User IDs	Yes	Yes (for analytics)	App functionality, Analytics, Fraud prevention
Address	Yes	Yes (with restaurants/drivers)	App functionality
Phone Number	Yes	Yes (with drivers)	App functionality, Account management
Payment Info (e.g., card type, last 4 digits)	Yes	Yes (to payment processor)	App functionality
Purchase History	Yes	No	App functionality, Analytics, Personalization
Product Interaction (e.g., app launches, taps)	Yes	Yes (to analytics)	Analytics, App functionality, Personalization
Crash Logs	Yes	Yes (to crash reporting SDKs)	App functionality
Diagnostics (e.g., performance data)	Yes	Yes (to analytics SDKs)	App functionality
Device/Other IDs (e.g., Android ID)	Yes	Yes (to analytics/advertising)	Analytics, App functionality

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Part 3: Data Usage & Handling

For each data type listed above, you will need to confirm how it is handled. Review the **"How We Use Your Information"** and **"Data Sharing"** sections of your policy to make these selections (e.g., "Is this data processed ephemerally?", "Is this data required for a feature in the app?").