

# Privacy Policy

**Effective Date:** 12/03/2025

**Last Updated:** 13/03/2025

Errand-Earn ("we," "our," "us") is committed to protecting your privacy. This Privacy Policy describes how we collect, use, disclose, and safeguard your personal information when you use the *Errand-Earn* mobile application (the "App") and related services (collectively, the "Services"). By using our Services, you agree to the collection and use of your information as described in this Privacy Policy. If you do not agree with this policy, please do not use the App.

## 1. Information We Collect

We collect different types of information to provide and improve our Services. This includes:

### 1.1 Personal Information

When you register for an account or use certain features of the App, we may collect:

- Name
- Email address
- Phone number
- Profile picture
- Payment details (processed by third-party providers)
- Zone and location

### 1.2 Usage and Device Information

- IP address
- Device type and operating system
- App version
- Activity logs and interactions within the App

### 1.3 Location Information

To facilitate errand matching and deliveries, we collect real-time location data:

- Precise location when the App is in use
- Background location (if enabled) to show nearby errands and runners

You may disable location tracking in your device settings, but doing so may affect the functionality of the App.

### 1.4 Transactional Information

When you request or complete an errand, we collect:

- Details of the transaction (e.g., type of errand, amount paid, delivery address)
- Communication between users related to the errand
- Ratings and feedback provided

## 2. How We Use Your Information

We use your data to:

- Facilitate the matching of users for errands and deliveries
- Verify and authenticate users
- Process payments securely
- Improve our Services and develop new features
- Provide customer support and dispute resolution
- Prevent fraud, abuse, and unauthorized access
- Send important notifications and service updates
- Comply with legal and regulatory obligations

## 3. How We Share Your Information

We do not sell your personal data. However, we may share your information with:

### 3.1 Other Users

- When you place an errand, runners may see details necessary to fulfill the request (e.g., delivery address, phone number).
- When you accept an errand, the requester may see your relevant details (e.g., name, contact info).

### 3.2 Service Providers

We may share data with third-party vendors who assist in operating our Services, including:

- Payment processors
- Cloud storage and hosting providers
- Fraud prevention and security services

### 3.3 Legal Authorities

We may disclose your information if required to do so by law or in response to:

- Legal requests, subpoenas, or court orders
- Protecting our rights, safety, or property
- Investigating fraud or security threats

## 4. Data Security

We implement industry-standard security measures to protect your personal data from unauthorized access, alteration, disclosure, or destruction. However, no system is 100% secure. We encourage you to:

- Use a strong password for your account
- Avoid sharing sensitive information unnecessarily
- Report any suspicious activity immediately

## 5. Your Rights and Choices

You have the right to:

- **Access and update your data:** You can review and edit your profile information in the App settings.
- **Delete your account:** You may request account deletion by contacting our support team.
- **Opt out of marketing communications:** You can unsubscribe from promotional emails at any time.
- **Restrict location tracking:** You can adjust location permissions through your device settings.

## 6. Data Retention

We retain your information only as long as necessary to provide our Services and comply with legal obligations. When data is no longer needed, we securely delete or anonymize it.

## 7. Children's Privacy

Errand-Earn is intended for users **17 years and older**. We do not knowingly collect personal data from children under 13. If we discover that a child has provided us with personal information, we will delete it immediately.

## 8. Dispute Resolution

If you have any concerns regarding our use of your data, please contact us first. We will work to resolve any issues promptly. If a resolution cannot be reached, disputes may be handled through:

- **Mediation or arbitration** (if agreed upon)
- **Legal action** in accordance with applicable laws

## 9. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted within the App, and continued use of our Services after an update means you accept the revised terms.

## 10. Contact Us

For questions or concerns about this Privacy Policy, please reach out to us:

**Email:** [errandearn@gmail.com](mailto:errandearn@gmail.com)

**Website:** [errandearn.com](http://errandearn.com)

Thank you for using *Errand-Earn*! Your privacy and trust are our priority.