

Date: 12/24/2024

# PRIVACY POLICY

DOCTIFIER

Welcome to Doctifier. We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and share data when you use our mobile application (**Doctifier**).

**Date:** Dec 24, 2024

## 1. Information We Collect

### A.) User-Provided Data

**KYC Details:** Phone number, device ID, biometric templates (fingerprint/face), OTPs used for authentication.

**Documents & Photos:** Profile picture, Driving License, PAN card, Shop photo.

**Subscription & Payment:** UPI ID, transaction references.

### B.) Automatically Collected Data

**Usage Metrics:** App interactions, feature usage, error logs.

**Location Coordinates:** Geo-Point (latitude/longitude) captured at photo upload.


### c) Third-Party Integrations


**Firebase:** Firestore (data), Storage (images).

**Google Maps SDK:** Display & record geolocations.

## 2. How We Use Your Data

 **Identity Verification:** OTP workflows & text recognition for document checks.

 **Secure Login:** Biometric & OTP-based authentication.

 **Location Tagging:** Timestamped geo-coordinates when Key Makers or Police capture registered account photos.

 **Subscription Management:** Activate auto-approval post-payment.

 **Support:** Provide in-app WhatsApp assistance to Key Makers.

## 3. Data Sharing & User Roles

**Police Department:** Read-only access to KYC history (RC & house number lookups).

**Key Makers:** Access only their customers' re-verification history after OTP confirmation.

**No Public Exposure:** Personal data never shared with unauthorized parties.

**Data Deletion:** Profile data removal upon valid request; KYC records retained as required by law.

## 4. Data Retention & Rights

We retain data while your account is active or as legally required. You may request corrections or deletion of non-KYC profile data via our support channel.

## 5. Security Safeguards

**Encryption:** TLS/HTTPS in transit; AES encryption at rest (Firebase).

**Biometric Privacy:** Templates stored locally—never transmitted.

**Access Control:** Role-based permissions for Key Makers & Police.

**Operational Window:** App access 7:00AM–9:00PM; abnormal usage flags under review.

## 6. Refund & Subscription Policies

**One-Time Registration Fee:** ₹499 (non-refundable)

Plan	Fee + Registration	Refund Policy
Monthly	₹699 + ₹499	No prorated refunds after activation.
Yearly	₹8,499 + ₹499	If you face any issue within 15 days of subscription and report it to us, and we fail to resolve it within the next 7 days, you will be eligible for a ₹7,000 refund. If the issue is resolved within that time, no refund will be provided.

## 7. Your Rights & Contact

Access & Correction: Update personal info in App profile.

Deletion Requests: Contact support to remove profile data.

### Contact Support

For any questions or assistance regarding your privacy or our services, you can reach out to us directly via WhatsApp at:

[Chat with us on WhatsApp:](#)

[+918756226786](#)