

Privacy Policy for theswiftline

Effective Date: June 25th, 2025.

This Privacy Policy describes how **THESWIFTLINE TECH ENTERPRISE** ("theswiftline", "we," "us," or "our") collects, uses, and discloses your information in connection with your access to and use of our web application, theswiftline (www.theswiftline.com), which facilitates virtual queue management, event organization, and customer engagement.

We are committed to protecting your privacy and ensuring you have a positive experience with theswiftline.

1. Information we Collect

We collect information to provide and improve our services to both queue participants and event organizers.

1.1. Information You Provide to Us:

- **Account Information:** When you create an account, we collect your name, email address, and password. If you sign up using Google OAuth, we collect your name and email address from your Google profile.
- **Profile Information:** If you choose to provide it, additional profile details such as phone number, organization name, and role.
- **Event Organizer Data:** If you are an event organizer, we collect information about the events you create, including event name, description, start and end times, average service time, and settings (e.g., anonymous vs. authenticated queues).
- **Queue Participant Data:**
 - **Direct Join:** If you join a queue directly, we may collect information such as your name (or a chosen alias if anonymous), and any other data required by the event organizer.
 - **QR Code Join:** Data associated with the QR code scan, linking you to a specific queue.
- **Communications:** Any information you provide when contacting our customer support via email or chat.

- **Feedback & Surveys:** Information you provide when participating in surveys or providing feedback about your experience.

1.2. Information We Collect Automatically:

- **Usage Information:** Details about how you use theswiftline, including pages viewed, features accessed, time spent on the app, interactions with the word chain game or facts slider, queue joining/leaving times, position updates, and service times.
- **Device Information:** Information about the device you use to access the app, such as IP address, browser type, operating system, unique device identifiers, and mobile network information.
- **Location Information:** We may infer your approximate location from your IP address. If you use features like finding nearby events, we may request access to precise location data from your device, with your consent.
- **Log Data:** Server logs may include details like your web request, IP address, browser type, referring/exit pages, and the date and time of your request.
- **Cookies and Tracking Technologies:** We use cookies and similar technologies (e.g., web beacons, local storage) to store preferences, analyze trends, track user movements, and gather demographic information. This helps us personalize your experience and remember your settings (like dark mode preference).

1.3. Information from Third Parties:

- **Google OAuth:** If you use Google to sign up or log in, we receive your name and email address from Google.
- **Payment Processors:** We receive confirmation of payment from our payment processors but not your full sensitive payment details.

2. How We Use Your Information

We use the collected information for the following purposes:

- **Provide and Maintain Services:**
 - To operate and deliver theswiftline's core functionalities, including virtual queue management, real-time updates, event creation, and user engagement features.
 - To process your subscriptions and payments.

- To send verification, welcome, and reminder emails.
- **Personalization & User Experience:**
 - To personalize your experience, such as displaying your name and relevant event information.
 - To provide personalized estimated wait times using our Machine Learning model, based on relevant data points.
- **Communication:**
 - To send you service-related communications (e.g., queue position updates, turn reminders, security alerts, account notifications).
 - To respond to your inquiries and provide customer support.
- **Analytics & Improvement:**
 - To understand how users interact with theswiftline, analyze usage patterns, and improve the app's performance, features, and user experience.
 - To generate anonymous and aggregated insights for event organizers (e.g., peak hours, drop-off rates) without identifying individual users.
 - To refine and train our ML models for better prediction accuracy.
- **Security & Fraud Prevention:**
 - To protect theswiftline and our users from fraud, unauthorized access, and other security threats (e.g., using Cloudflare Turnstile).
 - To enforce our Terms of Service.
- **Legal Compliance:**
 - To comply with applicable laws, regulations, and legal processes.

3. How We Share Your Information

We do not sell your personal information. We may share your information in the following circumstances:

- **With Event Organizers:** If you join a queue for an event as an authenticated user, your name/email (or anonymous ID if allowed by the organizer) and queue status will be visible to the respective event organizer for operational purposes. Organizers will only see data relevant to their specific event.
- **With Service Providers:** We work with third-party service providers who assist us in operating, providing, and improving theswiftline. These include:
 - **Hosting Providers:** Azure (backend), Vercel (frontend), Neon (PostgreSQL database).

- **Payment Processors:** For handling subscriptions.
- **Email Communication Services:** For sending transactional and marketing emails.
- **Analytics Providers:** For understanding app usage.
- **Security Services:** Cloudflare for bot mitigation.
- **External APIs:** dictionaryapi.dev (for the game) – no personal data is shared with this API.
- These providers are obligated to protect your information and use it only for the purposes for which we disclose it to them.
- **Business Transfers:** In connection with a merger, acquisition, financing, reorganization, bankruptcy, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.
- **For Legal Reasons:** We may disclose your information if required to do so by law or in the good faith belief that such action is necessary to:
 - Comply with a legal obligation.
 - Protect and defend our rights or property.
 - Prevent or investigate possible wrongdoing in connection with the Service.
 - Protect the personal safety of users of the Service or the public.
 - Protect against legal liability.
- **With Your Consent:** We may share your information with third parties when we have your explicit consent to do so.
- **Aggregated or Anonymized Data:** We may share aggregated or de-identified information that cannot reasonably be used to identify you, with third parties for various purposes, including research, analytics, and marketing.

4. Data Security

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, use, alteration, or destruction. However, no internet transmission or electronic storage method is 100% secure. While we strive to use commercially acceptable means to protect your data, we cannot guarantee its absolute security.

5. Data Retention

We retain your personal information for as long as necessary to provide theswiftline services to you, comply with our legal obligations, resolve disputes, and enforce our

agreements. Data used for ML model training may be retained in an anonymized or aggregated form after it is no longer directly identifiable to individuals.

6. Your Data Rights

- **Right to Access:** Request a copy of the personal information we hold about you.
- **Right to Rectification:** Request correction of inaccurate or incomplete information.
- **Right to Erasure (Right to be Forgotten):** Request the deletion of your personal information, subject to certain exceptions.
- **Right to Restrict Processing:** Request us to limit the way we use your personal information.
- **Right to Data Portability:** Request to receive your personal information in a structured, commonly used, and machine-readable format.
- **Right to Object:** Object to our processing of your personal information in certain circumstances.
- **Right to Withdraw Consent:** Where we rely on your consent to process your data, you have the right to withdraw that consent at any time.

To exercise any of these rights, please contact us using the details provided in Section 8 of this document. We may need to verify your identity before fulfilling your request.

7. Children's Privacy

theswiftline is not intended for use by individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13 without verifiable parental consent, we will take steps to remove that information from our servers.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top. We encourage you to review this Privacy Policy periodically for any changes. Your continued use of theswiftline after any modifications constitutes your acknowledgment of the modified Privacy Policy.

9. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

THESWIFTLINE TECH ENTERPRISE

Email: theswiftlinecommunity@gmail.com

Website: www.theswiftline.com