Introduction

Deliveryio is the trading name of I-Akrotech company Ltd, based at Plot 2 Bock A Anwomaso Kumasi. The legal jurisdiction of this site is Ghana. I-Akrotech operates the Deliveryio.com website and the Deliveryio mobile application (“the Service”).

Deliveryio collects personal data from both drivers,partners and customers, when they sign up to use the service, and throughout the provision of that service.

We take that responsibility seriously and have put measures in place to protect your data at every step of its lifecycle with us.

This privacy policy describes the data we collect, how it is used and shared, and your choices regarding this data.

Scope

This policy applies to any users of Deliveryio’s services anywhere in the world, including any users of Deliveryio’s apps, websites, features or other services.

We will not use or share your data with anyone except as described in this Privacy Policy.

We use your personal data for providing and improving the Service. By using the Service, you agree to the collection and use of data in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

Data Collection and Use

While using our Service, we may ask you to provide us with certain personal data that can be used to contact or identify you. Personal data may include, but is not limited to, your name, address, contact number, email address, date of birth, driving license number. We will collect this information in a variety of ways:

Registration

To use our Service as a driver,partner or customer, you need to register using the mobile/web app. We will ask for some personal data at this point. We need this data in order to provide the Service to you.

E-mail

When you ask us to send you updates, notifications or other content by e-mail, you may provide us with certain information like your e-mail address so we can fulfil your request.

"Sign up as a Driver" link

If you contact us through the "Sign up as a Driver" form on the website/app, we ask you for information such as your name, e-mail address, and mobile number, so we can respond to your registration request. We will use this information to follow up with an SMS which contains a link to verify your account, so that we can complete the driver registration process.

"Register to Start" link

If you contact us through the "Register to Start" form on the website, we ask you for information such as your name, e-mail address, and mobile number, so we can respond to your registration request. We will use this information to follow up with an SMS which contains a link to verify your account, so that we can complete the customer registration process and you can start using the Service.

Send to a Friend

We may give you the opportunity to tell your friends about features or offers about our Service. If you take advantage of our 'Send to a Friend' option, we ask you for your friend's and your first name and e-mail addresses to send the information to them that you requested. We don't keep or use your friend's e-mail address for any other purpose.

Questionnaires and surveys

We may ask our drivers,partners and customers to complete surveys and opinion polls to provide feedback on activities, attitudes and interests. These surveys help us understand the needs of our drivers,partners and customers and to improve our Service.

Information collected by automated means

We may use cookies, web beacons/pixel tags, log files, and other technologies to collect certain information about users of our Service, use of our online services, and interactions with our emails and online advertisements. For example, through these means, we may collect your GPS location, browser type and operating system, viewed webpages, links that are clicked, IP address, sites visited before coming to our Site, emails we send that you open, forward, or click through to our Site.

You can set your Internet browser settings to stop accepting new cookies, to receive notice when you receive a new cookie, to disable existing cookies, and to omit images (which will disable pixel tags). Note that the opt-out will apply only to the browser that you are using when you elect to opt out of advertising cookies.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this type of data in order to increase our Service’s functionality. These third-party service providers have their own privacy policies addressing how they use such information.

Service Providers

We may employ third party companies and individuals to facilitate our Service, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties have access to your personal data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Communications

We may use your personal data to contact you with email or SMS newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any communication we send.

Consent

You may withdraw your consent for Deliveryio to hold your personal data at any time, by contacting us and informing us that you withdraw your consent. However, once this consent has been withdrawn, you will not be able to use our Service.

Data Lifecycle

If you do not use our Service for 12 months we will contact you to reconfirm your consent for us to store your personal data. You can withdraw consent at the time, or at any other time by contacting us.

Business Transaction

If Deliveryio is involved in a merger, acquisition or asset sale, your personal data may be transferred. We will provide notice before your personal data is transferred and becomes subject to a different Privacy Policy.

Security

The security of your personal data is important to us, and we have taken every step to ensure that your data is transferred and held securely. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

International Transfer

Deliveryio uses cloud services from a data centre in the US to store personal data belonging to drivers,partners and customers. Our cloud host provide a data centre and network architecture that has been built to meet the requirements of the most security-sensitive organisations. The infrastructure puts strong safeguards in place to help protect customer privacy, including network firewalls, encryption of data in transit and strict identity management and access control policies and procedures.

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party’s site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

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