

Last updated: [Add Date]

1. Introduction

This Privacy Policy explains how **Balance** collects, uses, stores, and protects your personal data when you use our mobile application “Safar Send”, hereinafter referred to as the App. By using the App, you consent to the practices described in this Policy.

2. Information We Collect

We collect different types of information to operate the App, provide services, and improve User safety.

A. Personal Identification Data

We may collect your name, email address, phone number, profile photo, and optional identity documents.

B. Travel and Logistics Data

This includes travel dates, locations you choose to share, item descriptions, and other details used to match Travelers and Senders.

C. Automatically Collected Data

We collect device location, information, IP address, operating system details, usage statistics, crash logs, and cookie-based information.

D. User-Generated Content

This includes messages, posted listings, uploaded documents, and any content you voluntarily share through the App.

3. How We Collect Information

We collect information directly from you when you provide it, automatically through your device when you interact with the App, and from third-party login providers when you use Google, Apple, or similar sign-in options.

4. How We Use Your Information

We use your data to create and manage accounts, facilitate matches between Users, support communication between Users, detect and prevent fraud, maintain App

security, improve App performance, comply with legal obligations, and provide safety recommendations. We may use identity data to verify Users, when applicable.

5. Legal Bases for Processing

If you are located in the European Union or another GDPR jurisdiction, we process data based on your consent, our legitimate interests in operating the App, the performance of a contract, and compliance with legal requirements.

6. How We Share Information

We may share your data with third-party service providers such as hosting companies, analytics tools, identity verification providers, and payment processors (if used). We do not sell personal data. We may disclose information to law enforcement when legally required.

7. Data Retention

We retain personal data for as long as your account remains active. After account deletion, we may retain certain information for a reasonable period for fraud prevention, legal compliance, or dispute resolution. Messages and reports may be stored to maintain user safety.

8. Data Security

We use technical and organizational measures to protect your data, including encryption, secure servers, and restricted access. However, no online service can guarantee complete security, and you use the App at your own risk.

9. Your Rights

Depending on your jurisdiction, you may have the right to access your data, correct inaccuracies, request deletion, object to processing, restrict processing, withdraw consent, or request data portability. You may contact us to exercise these rights.

10. Children's Privacy

The App is not intended for individuals under the age of 18. We do not knowingly collect data from minors. If we become aware that a minor has provided data, we will delete it.

11. International Data Transfers

Your information may be stored or processed in countries other than your own. We take steps to ensure these transfers comply with applicable data protection laws, including the use of Standard Contractual Clauses under GDPR.

12. Cookies and Tracking Technologies

We use cookies and similar technologies to remember preferences, improve functionality, analyze usage, and support security. You may disable cookies through your device settings, though some features may not function properly.

13. Changes to This Privacy Policy

We may update this Policy from time to time. Changes will be communicated through the App. Continued use of the App after changes means you accept the updated Policy.

14. Contact Information

For privacy-related questions or requests, contact us at:

Email: [Your Email]

Address: [Company/Legal Address]

Data Protection Officer (if applicable): [Name/Email]