

Privacy Policy for CeloZint

1. Introduction

Welcome to CeloZint, owned and operated by Nishanth H P (Proprietor), registered under GSTIN 29BZEPN1815J1Z6, with its principal office located at: #02, Ground Floor, SAMS Nilaya, Anthill White House Avenue Layout, Manipal County Road, Singasandra, Bengaluru – 560068, Karnataka, India (“CeloZint,” “we,” “our,” or “us”).

This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you use our mobile application, website, or any related digital services (collectively referred to as the “Service”). By accessing or using our Service, you consent to the practices described in this Policy.

2. Information We Collect

We collect information necessary to provide, maintain, and improve our Service.

a. Personal Information

- Full name, phone number, email address, and delivery address
- Business or vendor details (for B2B users)

b. Location Data

- Real-time GPS data for delivery routing, pickups, and order tracking
- Users may disable location access in device settings, but certain app functionalities may be affected

c. Device and Technical Information

- Device model, operating system, app version, and unique device identifiers
- Log files, diagnostic, and crash data via Firebase Analytics and Google Play Services

d. Usage and Analytics Data

- App interaction metrics, session duration, and performance analytics

e. Media and File Permissions

- Camera: for QR code scanning, delivery verification, and profile image uploads
- Storage: for uploading or saving delivery-related media and documents

f. Payment Information

- Transaction references and metadata handled securely through third-party payment gateways
- CeloZint does not store or access users’ card or banking details

3. Purpose of Data Processing

We process your data to:

- Register and manage user accounts

- Facilitate order placement, tracking, and delivery operations
- Communicate updates, support responses, and promotional notifications
- Analyze performance, detect fraudulent activities, and improve user experience
- Fulfill our legal and regulatory obligations

4. Data Sharing and Disclosure

CeloZint does not sell, rent, or trade your personal information.

Limited information may be shared with:

- Authorized Service Providers (e.g., Firebase, Google Cloud, payment processors, SMS/email providers)
- Delivery Partners to ensure timely and accurate fulfillment of deliveries
- Regulatory or Law Enforcement Authorities, only when legally required

All third parties are bound by confidentiality and data protection agreements consistent with applicable privacy laws.

5. Data Retention

Your data is retained only as long as necessary to:

- Provide and maintain our services
- Fulfill the purposes outlined in this Policy
- Comply with statutory, legal, and accounting requirements

Upon expiration of the retention period, your data will be securely deleted or anonymized.

6. Data Security

We implement industry-standard measures such as encryption, HTTPS transmission, and secure cloud storage to protect your information.

While we strive to ensure data security, no system is entirely immune to risk. Users share information at their own discretion.

7. Compliance with Indian Data Protection Laws

In accordance with the Digital Personal Data Protection Act (DPDPA), 2023 and other applicable Indian laws:

- Consent: We collect and process personal data only with your consent or as permitted by law.
- Purpose Limitation: Data is used solely for legitimate purposes communicated at the time of collection.
- Data Minimization: Only data necessary for service delivery is collected.
- Retention Limitation: Data is retained only as long as necessary for the intended purpose.

- User Rights: You may request access, correction, or deletion of your personal data, and object to processing where legally allowed.
- Grievance Redressal: Users may contact our Data Protection Officer (DPO) at info@celozint.com for any complaints or disputes regarding personal data.

8. Your Rights and Choices

You have the right to:

- Access, correct, or update your personal information
- Request deletion of your account or associated data (subject to legal obligations)
- Opt out of promotional communications

Requests can be made via info@celozint.com, and we may verify your identity before processing.

9. Children's Privacy

Our Service is intended for users aged 18 years and above.

We do not knowingly collect personal data from minors. Any such data inadvertently collected will be deleted promptly upon notification.

10. Third-Party Services and Links

Our Service integrates third-party services including:

- Firebase Analytics – for analytics and app performance
- Google Play Services – for crash reporting and updates
- Payment Gateways – for secure transactions

Each third-party maintains its own privacy practices, accessible at:

- Google Privacy Policy
- Firebase Privacy Policy

11. Data Safety (As Declared on Google Play)

Data Collected:

- Personal information (name, contact details, address)
- Location data (precise and approximate)
- Device and app performance data
- Media or files uploaded by the user

Purpose of Collection:

- App functionality and logistics management
- Real-time delivery tracking
- Analytics, debugging, and fraud prevention

User Control:

Users may request modification or deletion of their data by contacting our support team.

12. Policy Updates

We may update this Privacy Policy periodically. The latest version will always be available on our app or website. Continued use of the Service after updates constitutes your acknowledgment and acceptance.

13. Contact Information

For questions, privacy concerns, or data-related requests, contact:

CeloZint

Proprietor: Nishanth H P

Address: #02, Ground Floor, SAMS Nilaya, Anthill White House Avenue Layout,
Manipal County Road, Singasandra, Bengaluru – 560068, Karnataka, India

Email: info@celozint.com

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