Information Collection and Usage: **BY VELAPHI COURIERS**

We understand the importance of your privacy and are committed to protecting your personal information in accordance with the Protection of Personal Information Act (POPIA). When using our online food delivery service, we may collect certain information to enhance your experience and facilitate the delivery process.

Types of Information Collected:

1. Personal Information: When you create an account or place an order, we may collect personal information such as your name, contact details, address, and payment information. This information is necessary for order processing, delivery, and customer support.
2. Usage Data: We may collect non-personal information about your interactions with our website, such as IP address, device information, browsing activity, and cookies. This helps us analyze trends, improve our services, and enhance your overall experience.

Purpose of Information Collection:

1. Service Delivery: We collect and use your personal information to process orders, deliver food, and provide customer support.
2. Communication: We may use your contact details to send important notifications regarding your orders, updates about our services, and promotional offers. You have the option to opt out of marketing communications at any time.
3. Improvements: The non-personal information we collect helps us understand user preferences, optimize our website, and improve our services to better serve you.

Data Security:

We take the security of your personal information seriously. We implement appropriate technical and organizational measures to protect against unauthorized access, loss, or alteration. All payment transactions are encrypted using SSL/TLS technology.

Data Retention:

We only retain personal information for as long as necessary to fulfill the purposes outlined in this policy, or as required by law. Once no longer needed, we securely dispose of or anonymize the data.

Your Rights:

You have the right to access, modify, or delete your personal information. If you wish to exercise these rights or have any queries regarding our privacy practices, please contact our customer support.

By using our online food delivery service, you consent to the collection, usage, and storage of your personal information as described in this privacy policy.