

# Privacy Policy DTNEX

Last modified: November 29, 2021

Effective date: November 29, 2021

1. DTNEX is a delivery company (delivery) with its own delivery employees, which receives orders from customer for a stores, collect and delivery order to customer. We use contact information of individuals for delivery purpose.

When you use DTNEX, you trust us with your personal data. We're dedicated to keeping that trust.

2. This notice applies to users (customers) of DTNEX services anywhere.

For example, we may collect the contact information of individuals while registering who users our mobile application for delivery purpose

3. DTNEX collects:

Data provided by users to DTNEX, such as during account creation

Data provided by users. This includes, User profile: We collect data when users create or update their DTNEX accounts. This may include their name, phone number, and address. Further, we collect **Current Location Information** as well for the reason explained below.

The users can see the merchants on our app who are within **3KM** radios from **current location** of the user. In addition, we use the user's location info for delivery efficiency such as to show the shortest delivery path for delivery riders.

4. How we use personal data

DTNEX collects and uses data to enable reliable and convenient delivery service. We also use the data we collect:

- For customer support
- To enhance the quality of our users
- To send marketing (promotions) and non-marketing communications (changes to our terms & conditions) to users
- In connection with legal proceedings

**DTNEX does not sell or share user personal data with third parties for their marketing.**

5. Cookies and third-party technologies

DTNEX use cookies to store and process DTNEX data. DTNEX don't use cookies to collect personal data of users.

6. Data sharing

We may also share limited data with our employees for delivery purpose

7. For legal reasons or in the event of a dispute

DTNEX may share users' personal data if we believe it's required by applicable law, regulation, or governmental, or where the disclosure is otherwise appropriate due to safety or similar concerns. This includes sharing personal data with law enforcement officials, other government authorities

8. Data retention

DTNEX retains user profile, and other personal data for as long as a user maintains their account.

DTNEX may retain certain user data from unused account if necessary, such as to comply with legal requirements.

9. To provide requested services,

In order to provide our services, we must collect and use certain personal data.

10. To fulfill DTNEX's legal obligations

DTNEX is subject to laws and regulations in Sri Lanka that require it to collect and retain data about our users. We collect and use personal data to comply with such laws.

#### 11. Google API (location API)

We use Google API to show the current location of the delivery personal to enhance the quality of the service. But we don't pick up the location of the customer for any reasons.

#### 12. Updates to this notice

We may occasionally update this notice. If we make significant changes, we will notify users in advance of the changes through our website, email or SMS. We encourage users to periodically review this notice for the latest information on our privacy practices.