

TokenPe is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you use our platform.

1. Information We Collect

- Account Information: Name, mobile number, email address, and business details.
- Business Information: Organisation name, category, branch address, services, and employees.
- Usage Data: App usage patterns, device information, and interaction logs.
- Location Data: Branch location coordinates when you set up your business.
- Payment Information: Transaction records processed through integrated payment gateways.

2. How We Use Your Information

- To create and manage your service provider account.
- To facilitate customer bookings and token queue management.
- To send OTPs and important service notifications via SMS.
- To process payments and generate transaction records.
- To improve platform features and user experience.
- To comply with legal obligations.

3. Information Sharing

We do not sell or rent your personal information to third parties. We may share with:

- Payment Processors: Razorpay, for processing transactions securely.
- SMS Service Providers: To send OTP and notification messages.
- Law Enforcement: When required by law or to protect our rights.

4. Data Retention

We retain your personal data for as long as your account is active or as needed to provide services. You may request deletion of your account by contacting our support team.

5. Data Security

We implement industry-standard security measures including encryption in transit (HTTPS), secure authentication (JWT), and access controls to protect your data.

6. Your Rights

- Access: Request a copy of the personal data we hold about you.
- Correction: Update inaccurate or incomplete information via your profile settings.
- Deletion: Request deletion of your account and personal data.
- Portability: Request your data in a portable format.

7. Cookies and Tracking

Our mobile app does not use cookies. We may use anonymised analytics tools to understand usage patterns and improve the platform.

8. Children's Privacy

Privacy Policy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from minors.

9. Changes to This Policy

We may update this Privacy Policy periodically. We will notify you of significant changes via the app or email. Continued use constitutes acceptance of the updated policy.

10. Contact Us

Email: privacy@tokenpe.com

Address: TokenPe, India