

'Cokatoo' is a product of **CokatooApp Inc.**

Privacy Policy:

Effective Date: Feb 20th, 2026

Last Updated: March 24th, 2026

Welcome to **Cokatoo**. We are committed to protecting your privacy. This Privacy Policy explains how we collect, use, and share information when you use our mobile application and website (the "Service").

1. Information We Collect

To facilitate our peer-to-peer marketplace, we collect the following types of information:

- **Account Information:** Name, email address, phone number, and profile photo.
- **Transaction Data:** Details of items sent, trip dates for travelers, and communication between users.
- **Identity Verification:** We may collect government-issued IDs (e.g., CNIC, Emirates ID, or Passport) to ensure the safety and trust of our community.
- **Financial Data:** Payment details are processed by our secure third-party partners (e.g., Stripe). We do not store full credit card numbers on our servers.
- **Location Data:** With your permission, we collect precise or coarse location data to help connect senders and travelers in the same vicinity.

2. How We Use Your Information

We use the collected data to:

- Enable connections between "Shoppers" and "Travelers."
- Process payments and payouts.
- Provide customer support and resolve disputes.
- Comply with legal obligations in Canada (PIPEDA).

3. Data Sharing and Disclosure

- **Between Users:** To complete a delivery, we share necessary contact details and item information between the shopper and the traveler.

- **Service Providers:** We share data with third-party vendors who provide hosting, analytics, and payment processing.
- **Legal Requirements:** We may disclose information if required by law or to protect the safety of our users.

4. International Data Transfers

Cokatoo operates across Canada, the UAE, and Pakistan. By using the Service, you consent to the transfer of your information to these jurisdictions. We ensure that all transfers comply with applicable data protection laws through secure encryption and contractual safeguards.

5. Your Rights and Choices

In accordance with Apple's requirements and regional laws, you have the following rights:

- **Access & Correction:** You can view and update your profile information within the app settings.
- **Data Portability:** You may request a copy of your personal data in a structured format.
- **Account Deletion:** You can delete your account and all associated personal data directly within the app's "Settings" menu.
- **Withdrawal of Consent:** You may revoke permissions (like Location or Camera) at any time through your device settings.

6. Data Security

We implement industry-standard technical and organizational measures to protect your data, including end-to-end encryption for sensitive documents and secure API protocols.

7. Contact Us

If you have questions about this policy or your data, please contact us at:

Email: info@kokatoo.net