



# PRIVACY POLICY

**Last Updated:** 10th January 2026

Zipro Technologies Private Limited (“Zipro”, “we”, “us”, “our”) operates a platform that connects senders and travellers for international parcel facilitation. This Privacy Policy explains how we collect, use, store, and protect your personal data when you use Zipro’s website, mobile application, and services.

By accessing Zipro, you consent to the practices described below.

## 1. Personal Data We Collect

### A. Information You Provide

- Name
- Email address
- Phone number
- Identity documents such as Aadhaar, Passport or Driving License
- Travel details including flight numbers, dates, and routes
- Parcel descriptions, value, and category
- Recipient information
- Payment details
- Communications exchanged on our platform

### B. Information Collected Automatically

- IP address and approximate location
- Device identifiers
- Browser type and version
- Access logs
- App usage patterns
- Transaction history
- Declaration timestamps and verification logs

### C. Information From Third Parties

- Identity verification partners
- Payment processors
- Airline and travel partners
- Fraud prevention and risk scoring services





## 2. How We Use Personal Data

We process data responsibly for the following purposes:

- Create and manage user accounts
- Match senders with suitable travellers
- Verify identity and ensure platform safety
- Facilitate communication between users
- Comply with customs, aviation, and legal requirements
- Detect and prevent fraud or misuse
- Process payments and store records
- Improve platform functionality
- Send alerts and operational notifications
- Provide support and resolve disputes
- Enforce Terms and Conditions

## 3. Legal Basis for Processing

We process data under:

- Performance of contract
- User consent
- Compliance with legal requirements
- Legitimate business interest

## 4. How We Share Personal Data

We share data only when necessary:

- Identity verification services
- Payment gateway providers
- Airlines or travel partners for compliance
- Law enforcement or customs on legal demand
- IT providers supporting platform operations
- Fraud prevention partners

Limited cross sharing between users:

- Travellers see the sender's and receiver's names and contact information
- Senders see traveller's name and contact information

## 5. Data Retention

We retain your data only as long as required for:





- Legal compliance
- Fraud detection
- Audit and tax purposes
- Dispute resolution

## 6. Data Security

We use advanced safeguards including:

- Encryption in transit and at rest
- Access restrictions
- Secure databases and cloud environments
- Regular audits and monitoring
- Session and device protection

## 7. Your Rights

You may request the following:

- Copy of your data
- Correction of inaccurate data
- Deletion of data where legally possible
- Restriction of processing
- Withdrawal of consent
- Data portability

Requests can be sent to [support@zipro.in](mailto:support@zipro.in).

## 8. Cookies and Tracking

We use cookies for:

- Login sessions
- Analytics
- Personalization
- Fraud prevention

You can disable cookies but some features may not work.

## 9. Children's Privacy

Zipro is not for users under 18. We do not knowingly collect data from minors.





## 10. DPDP Act Compliance (India)

Zipro complies with the Digital Personal Data Protection Act. Under this act:

- You are a Data Principal
- Zipro is a Data Fiduciary

You have the right to:

- Access your personal data
- Correct or update data
- Request erasure
- Seek grievance redressal

We will:

- Seek consent before processing
- Inform you of data use
- Protect your data through security safeguards
- Notify you in case of breaches

Grievance Officer

Name: Akshay Jain

Email: [support@zipro.in](mailto:support@zipro.in)

## 11. GDPR Compliance (EU and UK)

Users in the EU and the UK have the following rights under GDPR:

- Access
- Rectification
- Erasure
- Restriction of processing
- Objection
- Data portability

## 12. CCPA Compliance (California)

California users may request:

- Access to data collected
- Deletion of personal data
- Opt out of data sharing for advertising





### **13. International Aviation and Customs Cooperation**

We may share limited data with aviation security, airport authorities, or customs when required to comply with security and regulatory obligations.

### **14. Updates to This Policy**

We may update this document periodically. Continued use of Zipro constitutes acceptance of revisions.

### **15. Contact**

For any privacy questions: [support@zipro.in](mailto:support@zipro.in).

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