

ZapLah Privacy Policy

Introduction

This Privacy Policy explains how ZapLah collects, uses, and protects your information. By accessing or using ZapLah, you consent to these practices. We value your privacy and are committed to transparency.

Information We Collect

We collect different types of information: • Account information (name, email, phone number, profile details). • Verification data (government ID, residency/visa details, shipping partner verification). • Transaction data (payment methods, purchase history, escrow payments). • Technical data (device type, browser, IP address, cookies, usage logs). • Communications (messages between users, support inquiries).

How We Use Information

ZapLah uses your data to: • Provide core services (matching requesters and travelers, escrow payments, trip management). • Verify identities and prevent fraud. • Enable payments and payouts securely. • Improve user experience with analytics and personalization. • Enforce policies and ensure community safety. • Comply with legal obligations and regulatory requests.

Data Sharing

We only share your information when necessary: • With service providers such as Stripe for payments. • With verified travelers or requesters, limited to relevant trip/request details. • With government authorities if legally required. • With analytics or cloud hosting providers under strict confidentiality agreements. We never sell your personal data to advertisers or third parties.

Cookies & Tracking

We use cookies and similar technologies to remember preferences, keep you logged in, and provide analytics. Third-party tracking tools may also be used for performance monitoring. You can disable cookies in your browser, but some features may not function properly.

Data Retention

We retain your personal information for as long as your account is active or as needed to provide services. Certain data may be retained longer to comply with financial or regulatory requirements (e.g., tax, anti-money laundering).

Data Security

We take reasonable measures, such as encryption and access controls, to protect your information. However, no system is fully secure, and we cannot guarantee complete security. Users are encouraged to keep their login details safe.

Your Rights

Depending on your jurisdiction, you may have rights to:

- Access your personal information.
- Correct inaccurate or incomplete information.
- Request deletion of your data.
- Export your data to another service.
- Restrict or object to certain processing.

Requests can be made through your ZapLah account settings.

Children's Privacy

ZapLah does not allow individuals under 18 to create accounts. We do not knowingly collect or store data from children.

Changes to This Policy

ZapLah may update this Privacy Policy from time to time. Major updates will be communicated to users, and continued use after changes constitutes acceptance.