

Tiffin Hub Privacy Policy

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Prepared By: DigitalIndian Business Solutions Pvt. Ltd.

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Document Control

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1.0	29/06/2026	Initial Release	DigitalIndian IT Team

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Privacy Policy

Tiffin Hub Mobile Application

Effective Date: 29 June 2026

Welcome to **Tiffin Hub**. Your privacy is important to us. This Privacy Policy explains how Tiffin Hub collects, uses, stores, and protects your personal information when you use our mobile application and related services.

1. Information We Collect

We may collect the following information:

Personal Information

- Full Name
- Mobile Number
- Email Address (if provided)
- Delivery Address
- Profile Information

Order Information

- Order history
- Restaurant details
- Food preferences
- Payment status
- Delivery instructions

Device Information

- Device model
- Operating system version
- App version
- Device identifiers
- Crash logs and diagnostics

Location Information

With your permission, we may collect your precise or approximate location to:

- Display nearby restaurants
- Estimate delivery time
- Improve delivery accuracy

- Track delivery status

You may disable location access at any time through your device settings.

2. How We Use Your Information

We use your information to:

- Create and manage your account
- Process food orders
- Coordinate restaurant and delivery partners
- Provide customer support
- Send order confirmations and updates
- Improve app performance and user experience
- Detect fraud and maintain security
- Comply with legal obligations

3. Payment Information

Tiffin Hub does not store your complete debit card, credit card, UPI PIN, or banking credentials.

Payments are processed securely through trusted third-party payment service providers.

4. Information Sharing

We may share limited information with:

- Restaurant partners to prepare your order
- Delivery partners to complete deliveries
- Payment service providers to process payments
- Technology service providers supporting app operations
- Government authorities when required by law

We do not sell your personal information to third parties.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, disclosure, alteration, or destruction.

While we strive to protect your data, no internet transmission or electronic storage method is completely secure.

6. Data Retention

We retain your information only as long as necessary to:

- Provide our services
- Maintain transaction records
- Resolve disputes
- Comply with legal obligations

7. Your Rights

Depending on applicable laws, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Delete your account and associated personal data (subject to legal and operational requirements)
- Withdraw certain permissions, such as location access
- Contact us regarding privacy concerns

8. Children's Privacy

Tiffin Hub is not intended for children under the age of 13. We do not knowingly collect personal information from children.

9. Notifications

We may send notifications related to:

- Order confirmation
- Order preparation
- Delivery updates
- Promotional offers (only where permitted or with your consent)
- Service announcements

You can manage notification preferences through your device or app settings.

10. Cookies and Analytics

Our application may use cookies, analytics tools, or similar technologies to:

- Improve performance
- Analyze usage patterns
- Enhance user experience
- Diagnose technical issues

11. Third-Party Services

The application may integrate with third-party services, including:

- Payment gateways
- Maps and navigation services
- Push notification providers
- Analytics platforms

These providers have their own privacy policies governing their services.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated Effective Date.

Continued use of the application after changes become effective constitutes acceptance of the revised Privacy Policy.

13. Contact Us

For questions or concerns regarding this Privacy Policy, please contact:

Tiffin Hub

Support Email: info@digitalindian.co.in

Website: <https://www.tiffinhub.shop>

14. Consent

By downloading, accessing, or using the Tiffin Hub application, you acknowledge that you have read, understood, and agree to this Privacy Policy.