

Snaplogix Privacy Policy

Effective Date: 01/01/2026

1. Introduction

Welcome to **Snaplogix**. We are committed to protecting the privacy of our sellers and their end-customers. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our logistics and fulfillment platform.

2. Information We Collect

We collect information required to perform logistics services efficiently.

2.1 Information from Sellers

- **Account Data:** Company name, business license details, email address, phone number, and billing information.
- **Operational Data:** Inventory lists, product descriptions, and SKU details.

2.2 Information Regarding End-Customers

To fulfill orders, we process data provided by you (the Seller) about your customers:

- **Delivery Details:** Recipient name, physical address, and phone number.
- **Order Details:** Products purchased and order value (for COD and insurance purposes).

Note: We process end-customer data solely for the purpose of fulfillment and delivery. We do not use end-customer data for our own marketing.

3. How We Use Your Information

We use the collected data to:

- Process and fulfill orders (pick, pack, and ship).
- Manage inventory and warehousing operations.
- Process payments and settle Cash on Delivery (COD) funds.
- Communicate with you regarding account status, order issues, or policy updates.
- Coordinate with delivery drivers and courier partners to ensure successful delivery.
- Comply with legal obligations and regulatory requirements in the Kingdom of Bahrain.

4. Sharing of Information

We do not sell, trade, or rent your personal information. We may share information only in the following situations:

- **Service Providers:** With third-party couriers, drivers, and payment processors strictly to facilitate delivery and payments.
- **Legal Requirements:** If required by law, court order, or government regulation.
- **Business Transfers:** In connection with a merger, sale of company assets, or financing.

5. Data Security

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide, please be aware that no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

6. Cookies and Tracking

The Snaplogix dashboard may use cookies to enhance user experience, save preferences, and track session status. You can adjust your browser settings to refuse cookies, though some platform features may not function properly.

7. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access the personal information we hold about you.
- Request correction of inaccurate data.
- Request deletion of your data (subject to legal retention periods).

To exercise these rights, please contact our support team.

8. Updates to This Policy

We may update this Privacy Policy from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible.

9. Contact Us

If you have questions or comments about this Privacy Policy, please contact us at:  support@snaplogix.com