**Privacy Policy**

Patwa Parcels Shipping and Logistics ("we," "us," "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, store, and protect your data when you use our services. By using our services, you agree to the collection and use of information in accordance with this policy.

**Information Collection**

We collect and process various types of information to provide our shipping and logistics services. This information may include:

* **Personal Information:** This includes your name, address, phone number, email address, and payment information.
* **Shipping Information:** Information related to your shipments, such as the type of goods, recipient details, tracking number, and delivery status.
* **Identification Information:** For certain services, a valid government-issued photo ID may be required for document collection or delivery, and we may collect this information to verify your identity.

**Use of Customer Information**

* **Service Delivery:** Customer information will be used solely for the purpose of processing and completing your shipment, including handling and delivering packages, sending delivery notifications, and customer service purposes. We may also use your information for internal purposes such as improving our services or responding to inquiries.
* **Communication:** We may use your contact details (e.g., email or phone number) to send updates, confirmations, or notifications related to your shipment or changes in service status (such as delivery delays, re-delivery scheduling, etc.).
* **Strict Confidentiality:** We maintain strict confidentiality regarding sensitive data, especially in the case of document delivery services. Any personal or business-related documents handled by Patwa Parcels will only be used for the purpose for which they were provided and will not be disclosed to unauthorized third parties.
* **Legal Compliance:** In certain situations, we may be required to disclose personal information to comply with legal obligations, governmental requests, or to protect our rights. Such disclosures will only be made when necessary and in accordance with applicable laws.

**Protection of Customer Information**

* **Data Security:** We implement industry-standard security measures to protect your personal and shipment information from unauthorized access, alteration, or disclosure. This includes encryption, firewalls, and secure servers.
* **Document Handling:** For sensitive document deliveries, we ensure that all documents are delivered with the highest level of confidentiality. Only authorized personnel are involved in handling and delivering documents to ensure privacy is maintained throughout the process.
* **Retention of Information:** We retain customer information only for as long as necessary to fulfill the purposes outlined in this policy, after which the information will be securely disposed of or anonymized in accordance with data protection regulations.

**Photo ID Requirement for Collection**

* **Collection of Documents:** For the collection of shipments, particularly documents, a valid photo ID (such as a driver’s license or passport) is required. This is necessary for identity verification to ensure that packages or documents are delivered to the correct recipient.
* **Verification Process:** We may require that the recipient present their photo ID upon delivery or collection to confirm their identity. Failure to provide valid identification may result in the inability to release the package or document.

**Third-Party Access**

* **Third-Party Service Providers:** We may engage trusted third-party service providers to assist with various operations, such as payment processing, delivery services, or customer support. These third parties may have access to customer information, but they are obligated to maintain confidentiality and are prohibited from using your information for any purposes other than those expressly authorized by Patwa Parcels.
* **No Sale of Personal Information:** We do not sell or rent your personal information to any third parties for marketing purposes.

**Cookies and Tracking Technologies**

* **Cookies:** We may use cookies or similar tracking technologies to enhance your experience on our website. These tools help us analyze usage patterns, improve functionality, and provide a more personalized experience. You can control the use of cookies through your browser settings**.**
* **Tracking for Shipment Updates:** We use tracking technology to monitor the status of your shipments and provide you with real-time updates on your delivery. This tracking information is shared only with you or the recipient and will not be disclosed to unauthorized third parties**.**

**Your Rights and Choices**

* **Access and Updates:** You have the right to access, update, or correct your personal information at any time. You can do this by logging into your account or contacting our customer service team.
* **Opt-Out of Communications:** If you no longer wish to receive marketing or promotional communications from us, you may opt-out by following the unsubscribed instructions in the email or contacting us directly.
* **Data Deletion:** You have the right to request the deletion of your personal information in accordance with applicable laws, provided that such deletion does not interfere with the fulfillment of an ongoing transaction or legal obligation.

**Changes to the Privacy Policy**

Patwa Parcels reserves the right to update or modify this Privacy Policy at any time. Any changes will be posted on our website with the updated date. It is your responsibility to review the Privacy Policy periodically to stay informed about how we are protecting your information.