بسم الله الرحمن الرحيم

Gareeb Delivery Limousine Services

Privacy Policy

What data we collect, why we collect it, and how we protect it.

Last updated: 11 November 2026 Gareeb Lemo

1 Introduction

Gareeb Delivery Limousine Services ("we") operates the Gareeb Lemo platform in Sudan. The platform is the customer app, the driver app, the partner restaurant app and the website.

This policy explains what data we collect, why we collect it, who we share it with and how we protect it. It applies to everyone who uses the platform, including:

- customers who request a trip or order food, or for whom someone else makes a request;
- drivers who provide trips and deliveries through the driver app;
- partner restaurants and their staff;
- anyone who contacts us or gives us information through our apps, website or call centre.

We do not sell your personal data to anyone.

2 Data we collect

We collect only the data needed to provide the service and keep it safe.

2.1 Information you give us

Data	From customers	From drivers	Purpose
Account data	Name, phone, email, photo (optional)	Name, phone, photo, date of birth, gender, city, ID, licence, criminal record certificate (optional), vehicle details and photos, and the sale contract or power of attorney where needed	Creating the account and verifying identity
Orders and content	Saved addresses, items ordered, order notes, chat messages	Job history and chat messages	Fulfilling requests and resolving disputes
Communication	Messages and calls with support, and ratings	The same	Support and quality

Partner restaurants provide their business details, menus, item photos and the restaurant's address. We do not collect your phone's contact list.

2.2 Information created when you use our services

- **Location:** in the customer app, we use your location only while you are using the app, to set your pickup point, show nearby drivers and deliver to your address. The app does not access your location in the background. In the driver app, we collect location while the driver is connected and during jobs, as section 6 explains. The partner restaurant app uses location only to set the restaurant's address.
- **Transactions:** the trips, orders and payments you make or provide, with their dates, times, amounts, distances, and any promo code used. Drivers' earnings, commissions and cash collected.

- **Device data:** device model, operating system, app version, error and crash reports, and the push notification token. Passwords, verification codes and phone numbers are removed from error reports before they are stored.
- **Website:** our website stores only your language choice in your browser. It uses no advertising or tracking cookies.

2.3 Information from other sources

- Our call centre, when it books a trip or order for you by phone: your name, phone number, and pickup and drop-off points.
- Other users: the ratings and reports they give about a trip or order.
- Payment providers: whether a payment you made through them succeeded.

3 How we use data

3.1 Providing and improving the services

- Creating and securing accounts, and verifying drivers and partner restaurants.
- Assigning trip and delivery requests, calculating fares and delivery fees, and showing live tracking to the parties involved.
- Processing payments and promo codes.

3.2 Safety and security

Verifying drivers' documents, following trips while they are under way, and detecting and preventing fraud and misuse.

3.3 Customer support

Answering your questions and complaints, and investigating and resolving them.

3.4 Fixing and developing the apps

Using error reports and usage figures to find and fix faults and to improve the apps.

3.5 Communication between users

Enabling chat and calls between the customer, the driver and the partner restaurant for a specific request, for example to confirm the pickup point.

3.6 Communication from us

Sending messages and notifications about your requests and your account, and news and offers about our services. You can turn off notifications in your phone's settings.

3.7 Legal procedures and requirements

We may use the data we collect to investigate or handle claims or disputes about the use of our services, and as the law in force allows once its conditions are met.

By signing in and registering as a driver, you declare and undertake:

- to use the Gareeb app to provide the requested and agreed service, and not in any way that goes against what the app is for;
- to provide the service with full discipline and good conduct towards every customer, whatever their age or gender;
- not to take from a customer any amount higher than the one set by the system operating the service, except after referring to Gareeb;
- to keep the belongings of Gareeb's customers that are in your care safe until they are delivered, hand them over as you received them, and not dispose of, take or take from them in any way;
- to follow all of Gareeb's rules and regulations, and the decisions and instructions it issues to organise the service;
- that you have completed all the periodic traffic licensing of your vehicle and hold an insurance contract with an approved insurance company in Sudan, and that you will renew the vehicle licence and the insurance every year;
- that you alone are responsible for any financial obligations for fees charged to you by government bodies or any body regulating the service in Sudan;
- to meet in full the legal responsibilities that fall on you or the vehicle because of providing the service to Gareeb's customers, and that Gareeb bears none of those legal obligations.

4 How we share data

- **With other users:** the customer's name and location with the driver, the driver's and vehicle's details and location with the customer, and the order contents with the restaurant.

- **Service providers:** technical and payment service providers, such as server hosting, maps, text messaging and notifications, under a duty of confidentiality.
- **Official authorities:** when they ask for it under the law, or to protect people's safety.
- **For legal reasons or a dispute:** we may share your data when we believe the law in force, regulations, our operating licence, legal proceedings or government requests require it. This includes sharing it with law enforcement, such as the police and the courts, with government authorities, or with other third parties when needed to enforce our service terms, user agreements or other policies, to protect the rights or property of Gareeb or of others, or when there is a claim or dispute about your use of our services. If you pay with someone else's card or account, the law may require us to share information with its holder, including the trip details.
- **If the business changes hands:** in a merger, a sale of the company's assets, a consolidation or restructuring, a financing, or the acquisition of all or part of our business by or into another company.

Maps and routes on the platform use Google Maps, whose use is subject to the Google Maps Terms and the Google Privacy Policy.

5 Keeping data and deleting your account

5.1 How long we keep data

We keep your data and your account stays active unless you ask us to delete your data or your account. Data is kept for the life of the account and for 2 years after its closure for accounting and legal purposes, and is then deleted or anonymised. The details of error and crash reports are deleted after 30 days.

If you ask us to delete your data or your account, we delete it on request, subject to the exceptions below. As the law in force allows, we may keep some data after an account is deleted:

- if an issue with your account is unresolved, such as an amount owed, a claim or a dispute;
- if the law in force requires it, or in aggregated or anonymised form;
- if our legitimate business interests need it, such as preventing fraud and keeping users safe. For example, if we suspend an account for misconduct or a security incident, we may keep some of its data to stop that user from opening a new account.

5.2 Deleting your account

In the customer app or the driver app, open Profile → Delete account. In the partner restaurant app, open Profile → Request account deletion. Without the app, use the form at gareeb-lemo.com/account/delete or write to support@gareeb-lemo.com, stating the phone number registered on the account; we call that number to confirm it is you.

- A trip or order still under way must finish first, and before the account closes our team settles any amount owed either way.
- Your account closes at once and you are signed out on every device. After 14 days we delete your name, phone number, email, photo, driver documents, saved places and devices. Until then you can contact us to keep the account.
- Records of trips, orders, payments and chats are kept without your name for 2 years, for accounting, disputes and fraud prevention. Their addresses, notes and messages are then deleted, and locations are kept only to within about a kilometre.

6 Privacy settings and device permissions

Most phone platforms (Apple and Android) set out types of device data that apps cannot use without your consent, each with its own way of asking for it. On iPhone, the system asks you the first time the Gareeb app wants a type of data, and lets you allow or refuse. Android tells you the permissions the app needs before it uses them. You can withdraw any permission at any time in your phone's settings.

- **Location:** the customer app uses it only while it is open. The driver app collects it while you are connected to the app and during jobs, including when you switch to a maps app to navigate, and a persistent notification shows on your phone throughout. Collection stops when you disconnect from the app.
- **Camera and photos:** only when you choose to add a photo, such as your profile photo, a driver's documents or a restaurant's item photos.
- **Notifications:** to tell you about your requests and your account.

ⓘ Trips and delivery will not work without location permission.

7 Ratings

After each trip, the driver and the customer can each rate the other and give feedback on how the trip went. Drivers see a customer's average rating on the next requests they are

offered, and customers see the driver's. This two-way system holds everyone responsible for their conduct, and that accountability helps create a respectful and safe environment for drivers and passengers.

8 Accessing and correcting your data

You can edit the name, phone number, email address and photo linked to your account from the Profile menu in the app, and look up your past trips and orders. If you cannot change something yourself, or to request a copy of your data, contact us directly through the channels in section 12.

9 In-app messages

You can write a note on a food order for the restaurant and the driver to read, and the customer, the driver and the partner restaurant can message each other about a request. Notes and messages are saved with the request's data, and are kept and deleted as section 5 describes.

10 Data security

We protect your data with encryption in transit, access controls and hashed passwords. We do not store sensitive payment details in plain form: the relevant payment provider handles them.

11 Updates to this policy

We may update this policy from time to time, and change its Last updated date when we do. If you keep using our services after an update, you accept the updated policy and agree to follow it.

We encourage you to review this policy from time to time to stay informed about how we handle your data.

This policy takes effect from 11 November 2026 and stays in force until it is changed. Any change takes effect as soon as it is published on this page.

12 Contact

For any question about your privacy or your data, contact us.

In the app
The Help section

Hotline
66077

WhatsApp
+249 900 058 512

Email
support@gareeb-lemo.com

Website
gareeb-lemo.com

Address
Khartoum, Sudan