

Privacy Policy

Last Revised: July 15, 2019

User privacy statement

Kangaroo collects information about you when you use our mobile applications, websites and through other interactions and communications you have with us.

Scope and Application

This Privacy Statement ("Statement") applies to persons anywhere in the world who use our apps/website to request, delivery of goods/parcel services ("Users") and who receives that requests and do delivery ("Couriers").

Collection of Information

Information You Provide to Us

We collect information you provide directly to us, such as when you create or modify your account, request on-demand services, contact customer support, or otherwise communicate with us. This information may include: name, email, phone number, postal address, profile picture, passport information, payment method, items requested (for delivery services), delivery notes, and other information you need to provide.

Information We Collect Through Your Use of Our Services

When you use our Services, we collect information about you in the following general categories:

- location information;
- contacts information;
- transaction information;
- usage and preference information;
- device information;
- call and SMS data;
- log information;
- important information about platform permissions.

Most mobile platforms (iOS, Android, etc.) have defined certain types of device data that apps cannot access without your consent. And these platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the Kangaroo app wants permission to access certain types of data and will let you consent (or not consent) to that request. Android devices will notify you of the permissions that the Kangaroo app seeks before you first use the app, and your use of the app constitutes your consent.

Information We Collect From Other Sources

We may also receive information from other sources and combine that with information we collect through our Services. For example:

If you choose to link, create, or log in to your Kangaroo account with a payment provider (e.g., Google Wallet) or social media service (e.g., Facebook), or if you engage with a separate app or website that uses our API (or whose API we use), we may receive information about you or your connections from that site or app.

Use of Information

We may use the information we collect about you to:

Provide, maintain, and improve our Services, including, for example, to facilitate payments, send receipts, provide products and services you request (and send related information), develop new features, provide customer support to Users and Couriers, develop safety features, authenticate users, and send product updates and administrative messages;

Perform internal operations, including, for example, to prevent fraud and abuse of our Services; to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends;

Send or facilitate communications between you and a Courier or between you and a contact of yours whom you wish to deliver the goods, at your direction in connection with your use of certain features, such as expected date and time of delivery of goods, name and details of courier who will be providing delivery services.

Send you communications we think will be of interest to you, including information about products, services, promotions, news, and events of Kangaroo and other companies.

Personalize and improve the Services, including to provide or recommend features, content, social connections, referrals, and advertisements.

Sharing of Information

We may share the information we collect about you as described in this Statement or as described at the time of collection or sharing, including as follows:

We may share your information:

- with Couriers to enable them to provide the Services you request;
- with the general public if you submit content in a public forum, such as comments, social media posts etc;
- with third parties with whom you choose to let us share information, for example other apps or websites that integrate with our API or Services, or those with an API or Service with which we integrate;

We may share your information:

With Kangaroo subsidiaries and affiliated entities that provide services or conduct data processing on our behalf, or for data centralization and/or logistics purposes;

With vendors, consultants, marketing partners, and other service providers who need access to such information to carry out work on our behalf;

In response to a request for information by a competent authority if we believe disclosure is in accordance with, or is otherwise required by, any applicable law, regulation, or legal process;

With law enforcement officials, government authorities, or other third parties if we believe your actions are inconsistent with our Our general terms and conditions, cancellation and refund policy or policies, or to protect the rights, property, or safety of Kangaroo or others;

In connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company;

Social Sharing Features

The Services may integrate with social sharing features and other related tools which let you share actions you take on our Services with other apps, sites, or media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the social sharing service. Please refer to the privacy policies of those social sharing services for more information about how they handle the data you provide to or share through them.

Analytics and Advertising Services Provided by Others

We may allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device when you visit our site and use our Services, as well as when you visit other online sites and services. For more information about these technologies and service providers, please send us personal message.

Account Information

You may correct your account information at any time by logging into your account. Please note that in some cases we may retain certain information about you as required by law, or for legitimate business purposes to the extent permitted by law. For instance, if you have a standing credit or debt on your account, or if we believe you have committed fraud or violated our Terms, we may seek to resolve the issue before deleting your information.

Access Rights

Kangaroo will comply with individual's requests regarding access, correction, and/or deletion of the personal data it stores in accordance with applicable law.

Contact Information

We may also seek permission for our app's collection and syncing of contact information from your device per the permission system used by your mobile operating system.

Promotional Communications

You may opt out of receiving promotional messages from us by following the instructions in those messages. If you opt out, we may still send you non-promotional communications, such as those about your account, about Services you have requested, or our ongoing business relations.

Changes to the Statement

We may change this Statement from time to time. If we make significant changes in the way we treat your personal information, or to the Statement, we will place it in our website. Your continued use of the Services after such notice constitutes your consent to the changes.