

Privacy Policy for 1stOne.in

Last Updated: April 17, 2026

Welcome to 1stOne.in ("we," "us," or "our"). We are committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application and related services (collectively, the "App") for food ordering, preparation, and delivery.

By accessing or using the App, you consent to the data practices described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use the App.

1. Information We Collect

We may collect several types of information from and about users of our App, including:

A. Personal Data Provided by You:

- **Account Information:** Name, email address, phone number, and password when you create an account.
- **Delivery Information:** Physical delivery addresses, landmarks, and delivery instructions.
- **Profile Data:** Dietary preferences, food allergies, and profile pictures.
- **Payment Information:** Billing address and payment method details (Note: We use secure third-party payment gateways; we do not store full credit card numbers or UPI PINs on our servers).
- **Communications:** Records of your interactions with our customer support, including chat logs, emails, and call recordings.

B. Information Collected Automatically:

- **Location Data:** Precise real-time location data from your mobile device to track deliveries and show nearby options (only with your explicit device permission).
- **Device Information:** IP address, device type, operating system, unique device identifiers, and mobile network information.
- **Usage Data:** Details of your interactions with the App, such as pages viewed, search queries, order history, and time spent on the App.

2. How We Use Your Information

We use the information we collect for the following purposes:

- **Order Fulfillment:** To prepare, pack, and deliver your food orders accurately.

- **Communication:** To send order confirmations, delivery updates, and respond to your queries or complaints.
- **Payments:** To process transactions and prevent fraudulent activity.
- **App Improvement:** To analyze usage trends, troubleshoot technical issues, and improve our app's user interface and operational efficiency.
- **Personalization:** To recommend food items based on your past orders and saved dietary preferences.
- **Marketing:** To send promotional offers, newsletters, and updates (you can opt out of these at any time).
- **Legal Compliance:** To comply with applicable laws, regulations, and legal processes.

3. How We Share Your Information

We do not sell or rent your personal information to third parties. We may share your information only in the following circumstances:

- **Service Providers:** With third-party vendors who assist us in operating the App, such as payment processors (e.g., Razorpay, Stripe), cloud hosting services (e.g., AWS, Google Cloud), and SMS/Email service providers.
- **Delivery Partners:** If we utilize third-party logistics to deliver your food, we will share your name, phone number, and delivery address with the delivery personnel.
- **Legal Requirements:** If required to do so by law or in response to valid requests by public authorities (e.g., court orders or government agencies).
- **Business Transfers:** In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business.

4. Data Security

We implement commercially reasonable administrative, technical, and physical security measures to protect your personal information from unauthorized access, loss, or alteration. This includes encryption of data in transit and secure server infrastructure. However, no internet transmission is entirely secure, and we cannot guarantee absolute security.

5. Data Retention

We will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy, to maintain your active account, or to comply with our legal, tax, and accounting obligations.

6. Your Privacy Rights

Depending on your jurisdiction, you have the following rights regarding your personal data:

- **Access & Correction:** You can view and update your personal and delivery information directly within your App profile.
- **Data Deletion:** You have the right to request the deletion of your account and personal data. You can do this via the "Delete Account" option in the App settings or by contacting us.

- **Withdraw Consent:** You may withdraw your consent for location tracking or marketing communications through your device settings or App preferences.

7. Children's Privacy

Our App is not intended for use by children under the age of 18. We do not knowingly collect personal information from minors. If you are a parent or guardian and believe your child has provided us with personal data, please contact us immediately.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our operational practices or legal requirements. We will notify you of any material changes by posting the new Privacy Policy on this page and updating the "Last Updated" date. You are advised to review this policy periodically.

9. Grievance Officer

In accordance with the Information Technology Act, 2000, and the rules made thereunder, the name and contact details of the Grievance Officer are provided below:

Name: Shrikanth Hegde

Designation: Proprietor & Grievance Officer

Email: support@1stone.in / grievances@1stone.in

Address: 6/14, Nammane, Kamakshi Farm, Near HP Petrol Pump, Sirsi Road, Kastur, Siddapur, Uttara Kannada.

Time: Monday to Friday, 11:00 AM to 4:00 PM IST

If you have any questions, concerns, or complaints regarding this Privacy Policy or how your data is handled, please contact our Grievance Officer.