

FavorIt - Q It Technologies LLC - Privacy and Security Policy

Last Updated: May 13, 2025

1. Introduction

Q It Technologies LLC ("FavorIt," "we," "us," or "our") is committed to protecting your privacy and ensuring the security of your information. This Privacy and Security Policy describes how we collect, use, store, and protect your data when you access or use FavorIt's delivery platform, including our website and mobile interfaces. This version applies specifically to the first iteration of FavorIt, a campus-based peer-to-peer delivery site.

By using FavorIt, you consent to the practices described in this policy.

2. Information We Collect

We collect several types of information to provide and improve our services:

a. Personal Identifiable Information (PII)

Full name

- Email address (especially school-issued addresses, e.g., .edu)
- Phone number (if provided for contact during delivery)
- Delivery address (input manually for each order or favor)
- Profile photo or avatar (if uploaded)

b. Order and Transaction Data

- Items requested
- Pickup and delivery locations
- Order timestamps (created, accepted, fulfilled)
- Delivery instructions or notes
- Payment method (if applicable)

c. Usage Data

- Session durations on each page/screen
- Navigation paths (screen-to-screen behavior)
- Clicks, taps, and scroll behavior
- Referrals and invite interactions

d. Device and Technical Data

- Device type, operating system, browser type
- IP address

- App version and crash logs

e. Location Data

- Only collected with user permission
- Used to match local favors and fulfill deliveries

3. How We Use Your Information

We use your data for the following purposes:

- To create and manage your FavorIt account
- To facilitate and fulfill deliveries between users
- To notify users of order status, timing, and logistics
- To optimize and improve platform performance
- To analyze usage patterns for product enhancements
- To send transactional or support emails
- To detect, investigate, and prevent misuse or fraud

We may also use aggregated, anonymized data for internal analytics and platform research.

4. Data Sharing and Disclosure

FavorIt does not sell your personal data.

We may share data with:

- Payment processors: To securely complete transactions
- Analytics services (e.g., Firebase, Mixpanel): For platform performance insights
- Service providers: To help us with infrastructure, hosting, or support
- Law enforcement or regulatory bodies: When legally required to comply with a valid request

All third parties are contractually obligated to protect your data and use it only for specified purposes.

5. Data Retention

We retain your personal information as long as your account is active, or as needed to:

- Fulfill legal obligations
- Resolve disputes
- Enforce agreements

You can request to delete your account and associated data at any time by emailing qitquick25@gmail.com. We will process deletion requests within 30 days.

6. Your Rights and Choices

You have the right to:

- Access your personal data
- Correct or update inaccurate information
- Request deletion of your account
- Withdraw consent for location tracking at any time
- Opt out of non-essential communication

All requests can be made via qitquick25@gmail.com.

7. Security Measures

We implement the following measures to protect your data:

- HTTPS encryption for all site and data traffic
- Data encryption at rest for sensitive information
- Role-based access control for internal systems
- Regular audits and vulnerability scanning
- Limited data retention by default

Despite these efforts, no system is 100% secure. We encourage users to maintain secure passwords and report any suspicious activity immediately.

8. Cookies and Tracking Technologies

FavorIt uses cookies and similar technologies to:

- Keep users logged in
- Measure session activity and behavior
- Track usage for analytics

You can disable cookies via your browser settings, but some features may not function properly.

9. Third-Party Services

FavorIt may contain links to third-party sites (e.g., payment portals). These are governed by their own privacy policies. We recommend reviewing those policies before interacting with their services.

10. Children's Privacy

FavorIt is not intended for children under 13. Users under 18 should only use the service with parental or guardian supervision. We do not knowingly collect data from users under 13.

11. Policy Updates

We may update this policy from time to time. If we make significant changes, we will notify users via email or in-app notification. Continued use of the platform after changes means you accept the new terms.

12. Contact Us

If you have questions or requests related to this policy, please contact:
qitquick25@gmail.com

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