

Privacy Policy

ROUTE PLANNER (Lunax Pro USA)

Effective date: May 2, 2026 **Last updated:** May 2, 2026

This Privacy Policy describes how the **ROUTE PLANNER** mobile and web application ("the App", "we", "us", or "our"), operated by **Lunax Pro USA**, collects, uses, stores, and shares information when you use the App to plan delivery routes, scan address labels, navigate to stops, and manage deliveries.

By creating an account or using the App, you agree to the practices described in this policy. If you do not agree, please do not use the App.

1. Who this policy applies to

The App is intended for use by:

- Delivery drivers and couriers
- Dispatchers, route planners, and fleet operators
- Account administrators of organizations using the App

If you are under 16 years of age, do not use the App or provide any personal information.

2. Information we collect

2.1 Information you provide directly

- **Account information:** name, email address, password (stored only as a hash), phone number, organization/driver ID, and profile preferences.
- **Driver profile:** display name, language preference, vehicle/route assignments, and other settings you configure.
- **Delivery data you enter or scan:** customer names, recipient addresses, pickup/drop-off addresses, time windows, notes, and stop sequences.
- **Voice input:** if you use the voice-entry feature, the audio you record is sent to a speech-to-text service to be converted into a written address. We do not retain the raw audio after transcription.

2.2 Information collected automatically

- **Precise device location (GPS):** while you are actively navigating a route, the App collects your latitude/longitude in the foreground and, if you enable it, in the background, in order to:
 - Calculate ETA and remaining distance to the next stop

○Detect arrival at a stop (within ~50 m)

○Display your position on the map

○Power pickup-time alerts that fire ~60 minutes before a scheduled pickup

●**Camera and image data:** when you tap **Scan Address** or capture proof of delivery, the App captures a photo of the label/package. The cropped region of interest is sent to Google Cloud Vision for text recognition (OCR). Photos are processed in memory and the cropped image is not retained on our servers after the address has been extracted, unless you explicitly save it to a stop record.

●**Microphone audio:** captured only while you are actively recording an address by voice; sent to the speech-to-text service for transcription.

●**Device and diagnostic data:** device type, operating system version, app version, language/locale, time zone, anonymous crash logs, and console error reports used to diagnose issues.

●**Usage data:** which features you use, route start/stop events, scan attempts, and similar product analytics.

2.3 Information from third parties

●**Authentication providers (Supabase Auth):** when you sign in, we receive your verified email and a user identifier.

●**Geocoding services:** when you enter or scan an address, we send the address text to Google Maps for geocoding (converting an address to coordinates) and to retrieve route directions.

We do **not** intentionally collect special categories of data such as health, biometric identifiers (other than Face ID/Touch ID handled locally by your device), political opinions, or government-issued IDs.

3. Permissions we request and why

Permission	Why we need it	Required?
Camera	Scan address labels and capture proof of delivery	Required for the Scan Address feature
Microphone	Voice entry of addresses	Optional
Location (When In Use)	Show you on the map, calculate ETA, detect arrival	Required for navigation
Location (Always / Background)	Continue tracking the route while the App is in the background	Optional, only if you enable continuous navigation
Photo Library	Pick existing images of labels for OCR	Optional
Notifications	Pickup alerts, arrival alerts, route updates	Optional

Permission	Why we need it	Required?
Face ID / Biometrics	Faster sign-in (handled locally by your device)	Optional

You can revoke any permission at any time in your device's system settings. Some features will stop working without the corresponding permission.

4. How we use your information

We use the information we collect to:

- Create and maintain your account and authenticate sign-in
- Plan, optimize, and display delivery routes
- Convert scanned label images into structured addresses
- Convert voice input into text addresses
- Display your real-time position on the map and calculate ETA
- Detect arrival at delivery stops and prompt you to confirm completion
- Send pickup-time alerts and route notifications
- Save your route and delivery history so you can review past work
- Provide customer support and respond to your requests
- Diagnose crashes and improve App reliability and accuracy
- Detect and prevent fraud, abuse, and unauthorized access
- Comply with our legal obligations

We do **not** sell your personal information. We do **not** use your delivery data, scanned images, voice recordings, or location for advertising, profiling, or training third-party AI models.

5. Third-party services

To deliver the App's features, we share the minimum necessary data with the following processors. Each operates under its own privacy policy:

Service	What we share	Purpose
Supabase (hosting, auth, database)	Account info, route data, delivery records, stop completions	Backend storage, sign-in
Google Cloud Vision API	Cropped image of the address label	Text recognition (OCR)
Google Maps Platform (Geocoding,	Address text, current GPS	Geocoding, routing,

Service	What we share	Purpose
Directions, Maps SDK)	coordinates	map tiles
Google Cloud Speech-to-Text	Short audio clips of you speaking an address	Voice-to-text transcription
Mapbox (where used)	GPS coordinates, address text	Map rendering, routing
Expo / EAS	Anonymous device and crash diagnostics	Build and runtime support
Push notification provider (Apple APNs / Google FCM)	Device push token, notification payload	Delivering pickup and route alerts

We do not authorize these processors to use your data for any purpose other than providing their service to us.

6. Data retention

- **Account data** is retained for as long as your account is active.
- **Route, stop, and delivery records** are retained for as long as your account is active so you can review and report on past work.
- **Scanned image previews** are retained only briefly during the scanning flow and discarded once the address has been extracted, unless you explicitly attach the image to a stop record.
- **Voice audio** is not retained after transcription is returned.
- **Background GPS traces** are retained only for the duration of an active route session and summarized into stop arrival/completion events.
- **Crash and diagnostic logs** are retained for up to 90 days.

When you delete your account (see Section 9), we delete or anonymize your personal information within 30 days, except where retention is required by law (e.g., tax, accounting) or to resolve disputes and enforce our agreements.

7. Data security

We use industry-standard safeguards to protect your data, including:

- TLS / HTTPS for all data in transit
- Encryption at rest for stored data (handled by Supabase and our cloud providers)
- Hashed and salted password storage
- Row-level security policies that scope a driver's data to their own account

- Least-privilege API keys for third-party services
- Regular dependency and code security reviews

No method of electronic storage or transmission is 100% secure. We cannot guarantee absolute security, but we work continuously to protect your information.

8. International data transfers

The App and its backend processors operate primarily in the United States. If you use the App from outside the United States, your information will be transferred to and processed in the United States and any other country where our service providers operate. By using the App, you consent to that transfer.

9. Your rights and choices

Depending on where you live, you may have the right to:

- Access** the personal information we hold about you
- Correct** inaccurate or outdated information
- Delete** your account and associated personal data
- Export** your data in a portable format
- Object to or restrict** certain processing
- Withdraw consent** for optional features (camera, microphone, background location, notifications)

To exercise any of these rights, contact us at the address in Section 13. We will respond within the period required by applicable law (typically 30 days). We may need to verify your identity before fulfilling the request.

You can also:

- Revoke device permissions at any time in your system settings
 - Disable push notifications in your system settings
 - Sign out of the App at any time
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10. Children's privacy

The App is not directed to children under 16. We do not knowingly collect personal information from children. If you believe a child has provided us with personal information, please contact us and we will delete it.

11. California, EU/UK, and other regional disclosures

●**California (CCPA/CPRA):** We do not sell or share personal information for cross-context behavioral advertising. California residents have the rights described in Section 9 and may designate an authorized agent to make requests on their behalf.

●**EU/UK (GDPR):** Our legal bases for processing are: performance of a contract (operating the App), legitimate interests (security, fraud prevention, service improvement), consent (camera, microphone, background location, marketing), and legal obligations.

●**Brazil (LGPD), Canada (PIPEDA):** Equivalent rights of access, correction, deletion, and objection apply.

12. Changes to this policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Last updated" date above and, for material changes, notify you in the App or by email before the change takes effect. Your continued use of the App after the effective date of an updated policy constitutes acceptance of it.

13. Contact us

If you have questions, requests, or complaints about this Privacy Policy or our handling of your information, contact:

Lunax pro USA — Privacy Email: privacy@lunaxusa.com **Mailing address:** [Insert physical mailing address] **Data Protection Officer (where applicable):** [Insert name/email]

If you are in the EU/UK and are not satisfied with our response, you have the right to lodge a complaint with your local data protection authority.

This policy is provided as a template based on the App's current features. It is not a substitute for legal advice. Please have it reviewed by qualified legal counsel before publishing it in production, app store listings, or to satisfy regulatory obligations.