

NEXVOID, INC.

Privacy Policy

Version 1.0 | Effective Date: May 16, 2026

NexVoid, Inc., 131 Continental Dr, Suite 305, Newark, DE 19713

1. INFORMATION WE COLLECT

Account Information. Name, email address, phone number, date of birth, country, and account credentials.

Identity Verification. Government-issued ID documents and selfie photos collected via Stripe Identity for age and identity verification.

Runner Information. Driver's license number, vehicle registration, auto insurance card, vehicle photos, and background check results. Sensitive fields are encrypted at rest using AES-256.

Location Data. IP-based location at app launch and during delivery sessions. GPS coordinates while a Runner is actively delivering.

Payment Information. Payment card details are processed by Stripe, Inc. We do not store full card numbers. Runner payout details are managed via Stripe Connect.

Usage Data. App interactions, order history, loyalty points transactions, and device identifiers.

Loyalty & Merchant Data. Points balances, merchant interactions, and Shopify store connections for loyalty program participants.

2. HOW WE USE YOUR INFORMATION

Service Delivery. To match customers with Runners, process payments, and fulfill delivery orders.

Identity & Safety. To verify age (minimum 18), confirm work authorization, and conduct background checks on Runner applicants as required by law.

Fraud Prevention. To detect VPN usage, location spoofing, and other prohibited behaviors.

Communications. To send order updates, account notifications, document expiry warnings, and promotional messages (with consent).

Legal Compliance. To comply with applicable law, including tax reporting (IRS Form 1099-NEC) and FCRA requirements.

Platform Improvement. To analyze usage patterns and improve our services.

3. INFORMATION SHARING

Service Providers. Stripe (payments & identity), Cloudflare (infrastructure & storage), Resend (email), Twilio (SMS), Anthropic (AI support), Geonames (location), and background check providers. All bound by data processing agreements.

Runners & Customers. During an active delivery, pickup/dropoff address is shared with the assigned Runner. Runner name and rating are shared with the customer.

Legal Requirements. We may disclose information when required by law, court order, or government request.

No Sale of Data. We do not sell your personal information to third parties for advertising purposes.

4. DATA RETENTION

Active Accounts. Data is retained for the duration of your account.

Deleted Accounts. Upon deletion request, data is permanently deleted within 30 days. You may recover your account by logging in within that period.

Transaction Records. Financial transaction records are retained for 7 years as required by U.S. tax law.

5. DATA SECURITY

Encryption. Sensitive fields (license numbers, VIN, plate numbers) are encrypted at rest using AES-256-CBC. Vehicle documents are stored encrypted in Cloudflare R2.

Biometric Protection. Full license number display requires Face ID / Touch ID on the user's device.

6. YOUR RIGHTS

Access & Correction. You may update account information in the app or contact law@nex-void.com.

Deletion. Request account deletion through the app. See Section 4 for retention details.

CCPA (California). California residents may request disclosure of data collected and opt out of sale. We do not sell personal information.

GDPR (EEA/UK). EEA and UK residents have rights of access, rectification, erasure, restriction, portability, and objection. Contact law@nex-void.com.

7. CHILDREN'S PRIVACY

Age Requirement. NEX+ requires users to be at least 18 years of age. Accounts found to belong to minors are immediately suspended and deleted.

8. CHANGES TO THIS POLICY

Notification. We will notify you of material changes via push notification or email at least 14 days before changes take effect.

9. CONTACT US

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