

# Privacy Policy

Effective Date: 26/03/2026

## 1. Introduction

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Welcome to Ice2Go. Your privacy matters to us. This Privacy Policy explains how we collect, use, and protect your information when you use our website, mobile application, or services.

By using Ice2Go, you agree to the terms outlined in this policy.

## 2. Information We Collect

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### a. Information You Provide

We may collect personal information that you voluntarily provide, including:

- Full name
- Phone number
- Email address
- Delivery address

### b. Automatically Collected Information

When you use our services, we may automatically collect:

- Device type and browser
- IP address
- Usage data (pages visited, actions taken)
- Cookies and similar tracking technologies

## 3. How We Use Your Information

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We use your information to:

- Process and deliver your orders
- Communicate with you regarding your purchases
- Improve our products, services, and user experience
- Ensure safety, security, and fraud prevention
- Comply with legal obligations

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## 4. Sharing of Information

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We do not sell your personal data.

We may share your information with:

- Trusted service providers (delivery, payment processing)
- Technology partners supporting our platform
- Legal authorities if required by law

All third parties are required to protect your information.

## 5. Data Retention

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We retain your information only as long as necessary to:

- Provide our services
- Comply with legal obligations
- Resolve disputes and enforce agreements

## 6. Cookies and Tracking

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Ice2Go uses cookies to:

- Enhance your browsing experience
- Understand user behavior
- Improve website performance

You can manage or disable cookies through your browser settings.

## 7. Data Security

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We implement appropriate technical and organizational measures to protect your data against:

- Unauthorized access
- Loss or misuse
- Alteration or disclosure

However, no system is 100% secure, and we cannot guarantee absolute security.

## 8. Your Rights

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Depending on your location, you may have the right to:

- Access your personal data
- Request correction or deletion
- Object to or restrict processing
- Withdraw consent at any time

To exercise your rights, contact us using the details below.

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## 9. Third-Party Services

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Our platform may include links or integrations with third-party services. We are not responsible for their privacy practices, and we encourage you to review their policies.

## 10. Children's Privacy

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Ice2Go does not knowingly collect personal information from individuals under the age of 13. If we become aware of such data, we will delete it promptly.

## 11. Changes to This Policy

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We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

## 12. Contact Us

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If you have any questions about this Privacy Policy, please contact us:

**Ice2Go**

Email: [ice2go.morocco@outlook.com](mailto:ice2go.morocco@outlook.com)

Location: Complexe Centre C Annour, Imm 06 Bloc B Bureau 5, Temara, Morocco

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## 13. Use of AI Services

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Ice2Go may use AI-powered tools, including services provided by OpenAI, to enhance customer experience, automate support, and improve operations.

We ensure that:

- No sensitive personal data is shared unnecessarily
- Data is handled in accordance with applicable privacy laws
- AI outputs are monitored for quality and accuracy