

ClickDelivered

Privacy Policy

Effective Date: May 18, 2026

ClickDelivered Inc. (dba ClickDelivered) ("ClickDelivered," "we," "us," or "our") values your privacy. This Privacy Policy explains how we collect, use, share, and protect personal information when you access or use our website, mobile applications (including our Google Play application), and related services (collectively, the "Services").

By using the Services, you agree to the collection and use of information as described in this Privacy Policy. This policy applies to both Buyers and Sellers on the ClickDelivered platform, and should be read together with our Terms of Use.

ClickDelivered integrates with third-party service providers — including Stripe (payment processing), Roadie (U.S. delivery), Uber Courier (U.S. and Canada delivery), and Google Play (mobile app distribution) — each of which has its own privacy practices. This policy explains how we interact with those providers and what data flows to each.

1. Information We Collect

We collect information in the following categories, from both Buyers and Sellers unless otherwise noted.

1.1 Information You Provide Directly

When you create an account or use the Services, you may provide:

- Full name, email address, and phone number
- Delivery address(es) — Buyers
- Pickup address and item location — Sellers
- Account login credentials
- Identity verification information (where required by ClickDelivered or Stripe)
- Listing details, including item descriptions, photos, condition, weight, and fragility — Sellers
- Transaction-related messages and communications with ClickDelivered
- Support requests, dispute submissions, and Buyer Protection Program claims

1.2 Transaction and Payment Information

When you buy or sell items, we collect:

- Items purchased or listed, transaction amounts, delivery fees, platform fees, and taxes
- Delivery status, courier tracking data, and Confirmed Delivery records
- Refund, dispute, and Buyer Protection claim history

Payment Information (Buyers and Sellers):

- ClickDelivered does not store full credit or debit card numbers or Seller bank account details. Payment processing is handled by Stripe, Inc. through Stripe Connect Express. Stripe collects and processes all payment details in accordance with its own Privacy Policy (stripe.com/privacy) and the Stripe Connected Account Agreement (stripe.com/legal/connect-account).

- Sellers, as Stripe Express Connected Accounts, provide identity verification, banking, and tax information directly to Stripe through Stripe's hosted onboarding interface. ClickDelivered receives confirmation of verification status but does not directly store this data.
- ClickDelivered receives from Stripe: transaction amounts, payout status, fee breakdowns, chargeback notifications, and account verification status, as necessary to operate the platform.

1.3 Delivery and Location Information

To support local delivery transactions, we collect:

- Buyer delivery addresses (shared with the assigned courier to complete delivery)
- Seller pickup addresses (shared with the assigned courier to schedule pickup)
- General geographic location (city or neighborhood level) to display available listings
- Delivery confirmation data, including timestamps, courier electronic proof of delivery, and photographic proof of delivery where provided by the courier

We do not collect precise real-time GPS tracking of users. Couriers (Roadie and Uber Courier) may collect real-time location data from their drivers in accordance with their own privacy policies, which are described in Section 3 below.

1.4 Automatically Collected Information

When you access the Services, we may automatically collect:

- IP address and general location inferred from IP
- Device type, operating system, and browser type
- App version and mobile network details (when using our Android app on Google Play)
- Log data including pages viewed, actions taken, and timestamps
- Cookies and similar tracking technologies (see Section 4)

1.5 Information from Third Parties

We may receive information about you from:

- Stripe: transaction data, verification status, payout status, chargeback notifications, and Connected Account activity data, as described in the Stripe Connected Account Agreement.
- Roadie: delivery confirmation data, courier tracking events, and proof of delivery records for U.S. deliveries.
- Uber Courier: Package Recipient Notices, delivery status updates, confirmation data, and proof of delivery for U.S. and Canada deliveries.
- Google Play: app installation data, crash reports, and app usage analytics as permitted under Google Play's developer agreement.

2. How We Use Your Information

We use personal information collected from Buyers and Sellers to:

2.1 Platform Operations (All Users)

- Provide, operate, and maintain the ClickDelivered platform
- Facilitate delivery-only local transactions between Buyers and Sellers

- Process payments, deductions, and payouts through Stripe Managed Payments
- Coordinate courier pickup and delivery through Roadie and Uber Courier
- Verify identity and prevent fraud, chargebacks, and prohibited activity
- Enforce our Terms of Use, Prohibited Items Policy, and platform policies
- Resolve disputes and Buyer Protection Program claims
- Communicate about transactions, delivery status, support requests, and policy updates
- Improve platform functionality, security, and user experience
- Comply with legal, regulatory, and tax obligations

2.2 Seller-Specific Uses

- Transmit Seller pickup address and item details to the assigned courier to schedule pickup
- Calculate and deduct the 17% platform fee and applicable Stripe processing fees from payout
- Manage the 5-day rolling payout hold and release funds through Stripe Express
- Issue tax-related documentation (e.g., 1099-K forms) where required by applicable law
- Share Seller listing information (item description, photos, price) publicly on the platform for Buyers to view

2.3 Buyer-Specific Uses

- Transmit Buyer delivery address to the assigned courier to complete delivery
- Send delivery status notifications and Confirmed Delivery confirmation
- Process refunds, BPP claims, and dispute resolutions
- Apply and collect courier pass-through charges attributable to Buyer conduct per the Terms of Use

3. How We Share Information

We do not sell your personal information. We share information only as necessary for platform operations, legal compliance, or with your consent.

3.1 Between Buyers and Sellers

- Sellers receive Buyer delivery address, name, and contact information necessary for the courier to complete delivery. Sellers do not receive Buyer payment details.
- Buyers receive Seller listing information and general pickup location. Buyers do not receive Seller banking details or full identity information.
- Both parties may receive limited information through the dispute resolution process as necessary to evaluate and resolve a claim.

3.2 Stripe (Payment Processing)

ClickDelivered shares the following with Stripe, Inc. as our payment processor and Connect Platform operator:

- Buyer transaction data (purchase amount, delivery fees, taxes) to process charges
- Seller Connected Account activity (transaction amounts, fees, payout instructions) to manage Stripe Express accounts and execute payouts
- Dispute and chargeback information necessary for Stripe to manage payment reversals

Stripe processes this data as an independent controller under the Stripe Privacy Policy (stripe.com/privacy) and the Stripe Connected Account Agreement. Stripe may share Buyer transaction data with the Seller as part of its standard Connect Platform data flows. By using ClickDelivered, both Buyers and Sellers consent to Stripe's data practices as described in Stripe's Privacy Policy.

As a Stripe Connect Platform, ClickDelivered instructs Stripe to share Connected Account data (Seller identity, banking, and transaction data) with ClickDelivered as necessary to operate the platform, per the Stripe Connected Account Agreement Section 4.1.

3.3 Roadie (U.S. Delivery Partner)

For deliveries facilitated through Roadie, a UPS Company, ClickDelivered shares:

- Buyer full name, delivery address, and contact information (as Package Recipient) to enable courier dispatch and delivery
- Seller pickup address and available pickup window (as Package Sender/Sender) to schedule courier pickup
- Package details including item size category and any fragility flags

Roadie processes this data as an independent data controller under the Roadie Privacy Policy (roadie.com/privacy), effective April 17, 2025. Roadie may collect Recipient information from ClickDelivered as a Sender on the Roadie Platform. Users who are Recipients of Roadie deliveries should review the Roadie Privacy Policy for information about how Roadie uses Recipient data.

3.4 Uber Courier (U.S. and Canada Delivery Partner)

For deliveries facilitated through Uber Courier, ClickDelivered shares:

- Buyer name, delivery address, and contact details (as Package Recipient) to enable Uber to dispatch a Service Provider and send a Package Recipient Notice
- Seller pickup address and package details (as Package Sender) to initiate courier pickup

Uber processes this data under the Uber Privacy Notice (uber.com/legal/privacy). Buyers who receive deliveries through Uber Courier may receive a Package Recipient Notice by SMS or push notification from Uber directly, as described in Uber's Courier Terms and Conditions. Uber shares approximate pickup and delivery locations with the courier driver during delivery; the Buyer's precise address is visible to the driver only during active delivery and is removed from the driver's view after delivery is completed.

3.5 Google Play (Mobile App Distribution)

ClickDelivered's Android application is distributed through the Google Play Store. In connection with app distribution and operation:

- Google collects device and app usage data from users of the Google Play Store and Android devices, including device identifiers, app version, crash reports, and usage analytics, in accordance with Google's Privacy Policy (policies.google.com/privacy).
- ClickDelivered completes and maintains a Data Safety Form on Google Play disclosing the categories of data collected, how it is used, and with whom it is shared. This form is available on the ClickDelivered app listing on Google Play.
- ClickDelivered does not use Google Play data for targeted advertising.

Users should review Google's Privacy Policy and the Data Safety section on the ClickDelivered Google Play listing for information about data Google collects in connection with the Play Store and Android OS.

3.6 Other Service Providers

We may share information with trusted third-party service providers that help us operate the Services, including:

- Cloud hosting and data storage providers
- Fraud prevention and identity verification services
- Customer support tools
- Analytics providers

These providers may only use information to perform services on our behalf and are contractually required to protect your data.

3.7 Legal and Compliance Disclosures

We may disclose information if required to:

- Comply with applicable laws or legal processes
- Respond to lawful requests from governmental authorities
- Enforce our Terms of Use or protect ClickDelivered's rights, safety, or property
- Prevent or detect fraud, prohibited activity, or illegal conduct

3.8 Business Transfers

If ClickDelivered is involved in a merger, acquisition, financing, or sale of assets, your information may be transferred as part of that transaction. We will notify users of any such transfer as required by applicable law.

4. Cookies and Tracking Technologies

ClickDelivered uses cookies and similar technologies on our website and mobile applications to:

- Keep you logged in and maintain session state
- Remember preferences and settings
- Analyze platform usage and improve performance
- Support security and fraud detection

Our Android app distributed through Google Play may use SDKs and similar technologies consistent with Google Play's Data Safety disclosure. ClickDelivered does not use cookies or tracking technologies for cross-site behavioral advertising.

You can control cookies through your browser settings. Disabling cookies may limit certain features of the Services. On Android, you can reset or delete your advertising ID through your device's privacy settings.

5. Data Retention

We retain personal information only as long as necessary to:

- Provide the Services and support ongoing transactions
- Fulfill delivery obligations and maintain delivery confirmation records
- Resolve disputes, BPP claims, and chargebacks (including the 5-day payout hold period and any extended hold periods)
- Meet legal, tax, and regulatory requirements, including IRS reporting obligations for Sellers

- Comply with Stripe's data retention requirements under the Stripe Services Agreement

Transaction records and payout history are typically retained for a minimum of 7 years to satisfy tax and financial recordkeeping obligations. When information is no longer required, it is securely deleted or anonymized.

Users may request deletion of their personal data per Section 7. Account deletion requests will be processed subject to retention obligations described above. Users should also separately contact Stripe to request deletion of data held in their Stripe Express Connected Account.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your information, including:

- Encryption of data in transit using TLS
- Secure payment processing through Stripe's PCI-compliant infrastructure (ClickDelivered does not store raw card or bank account data)
- Restricted access to personal data based on role and need
- Routine security reviews and access controls

Stripe maintains its own security standards under the Stripe Services Agreement and Data Processing Agreement (stripe.com/legal/dpa), including compliance with the EU-U.S. Data Privacy Framework for cross-border data transfers where applicable.

No system is completely secure. You use the Services at your own risk. If you believe your account has been compromised, please contact us immediately at legal@clickdelivered.com and notify Stripe through your Stripe Express Dashboard.

7. Your Privacy Rights

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

- Access the personal information we hold about you
- Correct inaccurate or incomplete information
- Request deletion of your personal information (subject to legal and contractual retention obligations)
- Object to or restrict certain processing
- Withdraw consent where applicable
- Opt out of the sale or sharing of personal information (ClickDelivered does not sell personal information)

Requests can be submitted by contacting us at legal@clickdelivered.com.

Data Held by Third Parties: For data held directly by Stripe (including Seller Connected Account data and Buyer transaction data), Roadie, Uber Courier, or Google, you should contact those parties directly using the contact information in their respective privacy policies:

- Stripe Privacy: stripe.com/privacy
- Roadie Privacy: roadie.com/privacy
- Uber Privacy: privacy.uber.com
- Google Privacy: policies.google.com/privacy

California Residents (CCPA/CPRA): California residents have additional rights including the right to know, the right to delete, the right to correct, and the right to opt out of the sale or sharing of personal information. ClickDelivered does not sell or share personal information for targeted advertising purposes. To exercise your California privacy rights, contact us at legal@clickdelivered.com.

Canadian Users: Users in Canada have rights under the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy laws. Canadian Sellers additionally acknowledge that Stripe may obtain information from credit reporting agencies to verify their identity, as required under Stripe's Canadian onboarding terms.

8. Children's Privacy

ClickDelivered is not intended for users under the age of 18. We do not knowingly collect personal information from minors. If we learn that personal information has been collected from a minor, we will delete it promptly. Stripe requires users to be at least 13 years old to open a Stripe Account, with additional requirements for users under 18 (including a legal guardian co-signatory). Google Play also enforces age restrictions for app downloads consistent with applicable law.

9. Third-Party Links and Services

The Services may contain links to third-party websites or services. ClickDelivered is not responsible for the privacy practices of those third parties. We encourage you to review their privacy policies separately. The primary third-party services integrated with ClickDelivered and their privacy policies are:

- Stripe: stripe.com/privacy — governs payment processing, Seller Connected Account data, and Buyer transaction data
- Roadie: roadie.com/privacy (effective April 17, 2025) — governs data shared with Roadie for U.S. deliveries
- Uber: uber.com/legal/privacy — governs data shared with Uber Courier for U.S. and Canada deliveries
- Google Play / Google: policies.google.com/privacy — governs data collected by Google through the Play Store and Android OS

10. Google Play — Additional Disclosures

As required by the Google Play Developer Program Policy, ClickDelivered makes the following disclosures regarding our Android app:

- Data Collection: Our app collects the categories of personal data described in Section 1 of this Privacy Policy. A complete disclosure is available in the Data Safety section of the ClickDelivered app listing on Google Play.
- Data Sharing: We share data with Stripe (payments), Roadie and Uber Courier (delivery), and other service providers as described in Section 3. We do not share personal data with advertising networks for targeted advertising.
- Data Security: All data transmitted by the app is encrypted in transit. Payment data is processed exclusively through Stripe's PCI-compliant infrastructure.

- **Account Deletion:** Users may request deletion of their ClickDelivered account and associated data by contacting legal@clickdelivered.com. Deletion requests will be processed within 30 days, subject to legal retention obligations described in Section 5.
- **Permissions:** Our app requests only the permissions necessary to operate the Services. Permissions are described in the Data Safety section of our Google Play listing.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, service providers, or applicable law. When we do, we will revise the Effective Date at the top of this policy. For material changes — particularly those affecting how we share data with Stripe, Roadie, Uber Courier, or Google — we will notify users through the Services and, where required, obtain renewed consent.

Continued use of the Services after changes take effect constitutes acceptance of the updated Privacy Policy.

12. Contact Us

If you have questions, concerns, or requests relating to this Privacy Policy or your personal data, please contact us at:

ClickDelivered Inc.

34 Brier Ave #744, Wilmington, DE 19805

Email: legal@clickdelivered.com