Arabanji Privacy Policy

Last updated: 21 October 2026

1. Who we are

Arabanji is the brand name of Mishwarak Delivery Services Company (شركة مشوارك لخدمات التوصيل), a limited liability company registered in the Hashemite Kingdom of Jordan ("Arabanji", "we", "us"). We provide an on-demand personal assistant and errand service in Amman. Customers request tasks through our main WhatsApp number; drivers receive and manage tasks through the Arabanji driver app. Once a driver is assigned, task updates and messages between you and the driver go through a second, dedicated Arabanji WhatsApp number.

We are the data controller for the personal data described in this policy. We treat it as confidential and process it in line with Jordan's Personal Data Protection Law No. 24 of 2023 ("PDPL") and its regulations.

Contact for privacy matters: WhatsApp +962 7 9355 9888.

2. Who this policy covers

- **Customers** — anyone who messages Arabanji to request, pay for, or follow up on a task, including customers living outside Jordan.
- **Recipients and third parties** — people a customer asks us to collect from, deliver to, or deal with (family members, a tailor, a bank relationship manager, an agent, a building bawab).
- **Drivers** — people who perform tasks for Arabanji through the driver app.
- **Partner shops** — businesses on our referral list or in a partnership with us.
- **Website visitors** — anyone who visits arabanji.com.

3. What we collect

From customers

- Name, phone number and WhatsApp profile name.
- Addresses and locations for pickups and drop-offs, and access notes (building, floor, building number and any other information you choose to share).
- Task details: what you ask us to do, messages, voice notes, photos, screenshots and files you send.

- Information that appears in items or documents we handle for you, only as far as needed to complete the task (for example, the name on a bank form or a shopping list).
- Payment details: amount, method (cash, CliQ, or card through our payment provider) and transaction references. We do not store full card numbers.
- Order history, feedback and complaints. We keep track of how often you order with us and the feedback you give us, to understand customer satisfaction and improve our service.
- Proof of completion: photos of purchased items, receipts, handover photos and timestamps.

About recipients and third parties

When you give us someone else's name, number or address, we use it only to complete your task. You confirm that you are entitled to share it and that the person expects to be contacted.

From drivers

- Full name and phone number, and vehicle details if provided.
- Documents uploaded at registration: national ID, driving licence and police clearance certificate, and optionally a CV.
- CliQ details, entered at registration, so we can pay you.
- Task status updates, messages and photos sent through the app, timestamps, and a running total of commissions earned.
- Task history, and any feedback or complaints about tasks you completed.
- We do not track or record drivers' live location.

Automatically

- **Driver app:** messages between the driver and the customer, and the status of each task.
- **Website:** arabanji.com is hosted by GoDaddy, which may collect basic visitor statistics and use cookies under its own privacy policy. We don't use these statistics to identify individual visitors.

Sensitive data

We do not ask customers for sensitive personal data (such as health, religion, or financial account details). Some tasks may involve it incidentally, for example collecting medicine from a pharmacy or taking a bank document. We handle such items only for the task, limit

who sees them to the assigned driver and the staff coordinating the order, and do not keep copies of document contents beyond proof of handover unless you ask us to. We do not open or inspect the contents of sealed or wrapped items you give us.

From drivers, we collect a police clearance certificate, which may count as sensitive data. We protect it with the measures in Section 9 and delete it once the driver is approved.

4. How we use personal data

Purpose	Legal basis
Receiving, understanding and pricing your request, including through our AI assistant	Performing the service you asked for
Assigning the task to a driver and sharing the details they need	Performing the service
Payment, receipts, refunds and accounting	Performing the service; legal obligations
Proof of completion and handling disputes or lost-item claims	Performing the service; our legitimate interest in resolving disputes
Customer support, feedback and service quality	Performing the service; legitimate interest
Driver onboarding, verification, payouts and safety	Driver agreement; legal obligations; legitimate interest in customer safety
Offers, discounts and partner-shop promotions	Your consent — you can opt out at any time
Improving our service and AI assistant, and analysis, using only anonymised or aggregated data that doesn't identify you	Legitimate interest
Complying with law and requests from Jordanian authorities	Legal obligation

5. Our AI assistant and WhatsApp

Your first replies on WhatsApp may come from an AI assistant that reads your messages to understand the task, ask follow-up questions and estimate a price. A member of our team can review conversations and take over at any time, and you can ask to speak to a person.

Our AI assistant runs on Meta's technology, and all orders are placed through WhatsApp, which Meta owns. Please keep this in mind when deciding what personal information to share with us on WhatsApp, and share only what your task needs.

6. Who we share data with

We do not sell personal data. We share it only as follows:

- **Assigned drivers** — only what they need for the task: your first name, the task request, instructions, images and locations. Drivers see your full name only if it's needed to complete the task. You and the driver communicate through the driver's dedicated Arabanji WhatsApp chat. We share your phone number with the driver only as a last resort, when it's needed to complete a pickup or drop-off. Drivers lose access to your chat as soon as the task is completed or reassigned to another driver, and must not use task information for any other purpose.
- **The people involved in your task** — for example, giving a shop your name to collect an order, or telling a recipient a driver is on the way.
- **Service providers acting for us**, which process data only to provide their services to us:
  - Meta Platforms — WhatsApp, the WhatsApp Cloud API and our AI assistant;
  - Supabase — database, file storage and server functions for the driver app;
  - Expo — app builds and push notifications;
  - Apple and Google — app stores and push notifications;
  - Google Maps — locations and directions;
  - HyperPay — online card payments;
  - GoDaddy — website hosting and visitor statistics;
  - our accountant.
- **Partner shops** — only when you order through them via Arabanji, and only what they need to fulfil the order.
- **Third-party service companies** — such as car rental, travel or event companies we connect you with, and only the details they need to provide the service you asked for.
- **Authorities** — where Jordanian law requires it, or to protect someone's safety.
- **A buyer or investor** — in a merger, acquisition or sale of the business, under confidentiality.

7. Transfers outside Jordan

Some of the providers above may store or process data outside Jordan: Meta, Supabase, our online database, hosted in Northeast Asia (Seoul, South Korea), Expo, Apple, Google, HyperPay and GoDaddy. We only transfer personal data where the PDPL allows it — to a country recognised as offering adequate protection, under appropriate safeguards, or with your explicit consent. When you contact us on WhatsApp, WhatsApp also processes your messages under Meta's own privacy policy.

8. How long we keep data

Data	Retention
WhatsApp conversations	Kept in our WhatsApp accounts and our admin panel, and not automatically deleted. Drivers lose access as soon as the task is completed or reassigned; authorised Arabanji staff can still view the chat, including text and images, in our admin panel afterwards
Proof-of-completion photos, and receipts and invoices for items we buy for you (kept as digital copies)	Kept as records of completed orders and not automatically deleted
Payment records (amounts, payment methods and transaction references)	Not automatically deleted, and always kept for at least as long as Jordanian tax and accounting law requires
Driver ID and driving licence	While the driver account is active; deleted when the account is deleted, or 12 months after it is suspended
Optional driver CV	While the driver account is active; deleted when the account is deleted, or 12 months after it is suspended
Rejected driver applications	All documents deleted on rejection
Driver applications pending over 90 days	All documents deleted
Driver task and earnings records	3 years after the driver stops working with us, unless the law requires a different period
Marketing preferences	Until you opt out

You can ask us to delete your data at any time (see Section 10). Deletion removes data from our live systems; copies held in our hosting provider's backups are removed on that provider's backup schedule, which may be later.

9. How we protect data

We protect personal data with these technical and organisational measures:

- **Encrypted driver documents.** ID, licence, police clearance and CV files are encrypted with AES-256 (envelope encryption) before they are stored, so the stored files can't be read without the key. The encryption key is held only in secure server-side storage, never in the app.
- **Private document storage.** Driver documents are kept in private storage that drivers cannot read. Staff can open them only through a secure server function.
- **Verified staff access.** Staff must confirm their identity with an authenticator-app code (two-step verification) before viewing any driver document. Every view is recorded in an access log that staff cannot edit or delete, and a document won't open if the view can't be logged. We don't use shared admin logins.
- **Role-based access.** Drivers and staff can only reach the data their role needs. This is enforced on our servers through database security rules, not just in the app. Users cannot give themselves a higher role or change protected account details, including earnings records.
- **Protected contact details and prices.** Drivers cannot access customer prices or phone numbers in the app. Customer numbers used for WhatsApp messages are handled only on our servers and are never taken from a driver's phone. Your number is shared with a driver only as a last resort (see Section 6).
- **Protected messaging.** Messages arriving in our WhatsApp system are rejected unless they carry a valid security signature. Only our staff or the assigned driver can send task messages or mark a task as done.
- **Notifications.** App notifications contain no personal data, and drivers cannot send notifications to other drivers.
- **Secure logins.** Logins are rate-limited. Login and password-reset screens don't reveal whether an account exists or show account emails, which helps prevent account guessing.
- **Safe uploads.** Driver document uploads (ID, licence, police clearance and CV) are limited to 5 MB each and 20 uploads every 24 hours, and file types are checked by their content, not just their name.

- **Protected background jobs.** Automated jobs, such as document deletion and alerts for unaccepted tasks, only run with a secret key, which is checked securely and never written to logs.
- **Secure system keys.** Passwords, keys and other secrets are kept in secure server-side storage, not in the app or its code. All system accounts and keys are owned and held by Arabanji.
- **Automatic deletion.** Driver documents are deleted automatically on the schedule in Section 8, and a daily automatic check removes any leftover files from rejected applications and approved police clearance certificates.
- **Limited developer access.** Our developers build and test the app with made-up data only, don't hold real customer or driver data, and can access our live systems only temporarily, when we grant it.
- **Secured devices.** The phone used for our main WhatsApp number is protected by a screen lock and WhatsApp two-step verification, and only authorised staff can access it.
- **Encrypted connections** between the driver app, our servers and our providers.
- **Confidentiality.** Everyone who handles customer or driver information is bound by confidentiality.

No system is completely secure, but we work to keep these protections in place.

Data breaches. If a personal data breach is likely to affect you, we will act to contain it, and notify you and the competent authority as the PDPL requires.

10. Your rights

Under the PDPL you can:

- be told what data we hold and how we use it;
- get a copy of your data;
- correct inaccurate data;
- ask us to delete your data;
- restrict or object to certain processing;
- withdraw consent at any time, without affecting processing that already took place.

To use any right, message us on WhatsApp (+962 7 9355 9888). We may verify your identity first, and we will respond within 30 days. If you ask us to delete your data, we will do so within 30 days of verifying your request, except data we must keep by law (such as tax and accounting records) or need for an open dispute or claim; we'll tell you what we keep and why. If you are unhappy with our response, you can complain to the Personal Data Protection Council at the Ministry of Digital Economy and Entrepreneurship.

11. Children

Arabanji is for people aged 18 and over. We do not knowingly collect data from children. If a task involves a child (for example, picking up a school item), we collect only what the parent or guardian gives us for that task.

12. Accepting and updating this policy

Accepting this Privacy Policy is a condition of using Arabanji. You accept it in the same way as our Terms and Conditions: by continuing the WhatsApp conversation or placing an order after receiving the link to it, or by signing in to the driver app. If you don't accept it, you can't use our platform or services in any way. We may update this policy at any time; updates take effect when posted at arabanji.com, and continuing to use Arabanji after that means you accept them.

13. Contact

Mishwarak Delivery Services Company (Arabanji) · WhatsApp +962 7 9355 9888