



Tawasul Privacy Policy

Home Services in Morocco

Effective 11 July 2026 | Version 1.0

Your data, in plain language.

We collect what a booking needs - and nothing to sell.



Tawasul Privacy Policy

Effective 11 July 2026 | Version 1.0 | Contact: support@tawasul.ma

Tawasul connects customers with trusted local service professionals in Morocco. This Privacy Policy explains what information we collect, why we collect it, how we use it, who we share it with, and the choices you have.

We believe privacy should be simple: we collect only what is needed to make bookings work, protect users, and keep the platform safe. We do not sell your personal data, and we do not use your information for third-party advertising.

What we collect

- Name, email, optional phone, language, and account type
- Approximate location for matching; precise location only when needed for live job features
- Service address, shared with the accepted professional only after acceptance
- Booking details, photos, messages, offers, prices, reviews, and support history
- For providers: verification result and session reference from our verification partner

What we never do

- Sell personal data
- Show third-party ads or track users across other apps for advertising
- Process or store card numbers, CVCs, or card expiry dates
- Store raw provider ID-card images or raw selfie images
- Reveal a customer's exact address before a provider is accepted

1 Who We Are

Tawasul is a mobile application that helps customers book independent home-service professionals in Morocco, including services such as plumbing, electrical work, cleaning, repairs, and other local services.

In this policy, "Tawasul," "we," "us," and "our" refer to the operator of the Tawasul application. This Privacy Policy applies to the Tawasul mobile app on iOS and Android, as well as any account, booking, chat, verification, or support feature connected to the app.

2 Information We Collect

We collect only the information needed to provide, secure, and improve the Tawasul service.

Category	Examples	Why we need it
Account	Name, email, password or social-login account, optional phone, chosen language, avatar, customer/provider role	Create and secure your account, identify you in the app, and show the correct experience



Category	Examples	Why we need it
Location	Approximate area; precise GPS during active job features; service address entered by the customer	Match customers with nearby providers, support routing, and enable live tracking only when allowed
Booking content	Service category, description, photos, dates, offers, agreed price, status updates, reviews, and chat messages	Create, manage, complete, support, and review bookings
Provider verification	Verification status, session reference, decision date, and rejection reason where applicable	Confirm that providers are eligible to operate on the platform
Device and diagnostics	Push-notification token, device type, app version, crash reports, and basic diagnostic data	Send booking alerts, fix bugs, improve reliability, and protect the app

We do not collect payment-card numbers, CVCs, or bank details for app payments. Tawasul currently records the agreed booking price for booking history and support, while customers pay professionals in cash.

3 Information We Do Not Collect or Use

- We do not sell your personal data.
- We do not show third-party ads or track you across other apps for advertising.
- We do not store card numbers, CVC codes, or card expiry dates.
- We do not store raw provider ID-card images or raw provider selfie images.
- We do not reveal a customer's exact address before a booking or offer is accepted.

4 How We Use Your Information

- Create and manage customer, provider, and admin accounts.
- Match customers with suitable nearby providers.
- Allow providers to send offers and allow customers to accept offers.
- Manage booking status updates, including on the way, arrived, in progress, completed, and cancelled.
- Enable chat after a valid booking or accepted offer.
- Send important notifications about bookings, offers, messages, and job progress.
- Show live tracking during active job stages where it is needed.
- Verify providers, prevent abuse, enforce platform rules, and support users in disputes.
- Improve app stability, performance, and security.

We do not use your data for third-party advertising or sell it to anyone.

5 Location and Live Tracking

Location is important for Tawasul, but we use it carefully and only for service-related purposes.

- Before a customer accepts a provider, the provider sees only an approximate area, not the exact address.
- After a customer accepts a provider, the exact service location may become available to the accepted provider so the job can be completed.



- Live tracking may be used when the provider is on the way. Tracking starts only during the correct booking stages and stops when it is no longer needed, such as when the job is completed or cancelled.
- Users can control location permissions from their device settings. If location permission is denied, some features may be limited, but the app may still allow manual address or map-area selection where supported.

6 Messaging and Notifications

Tawasul allows customers and providers to communicate only when there is a valid booking or accepted offer. Messages are stored so both sides can follow the booking conversation and so Tawasul can support users if there is a dispute or safety issue.

- Customers may receive notifications when a provider sends an offer, updates booking status, sends a chat message, is on the way, arrives, or completes a booking.
- Providers may receive notifications when a new urgent request is available, a customer accepts an offer, a chat message arrives, or a booking is created, updated, or cancelled.
- Notifications are used for booking-related alerts, not third-party advertising.

7 Who We Share Information With

We share information only when necessary to operate the app, deliver the service, protect users, or comply with the law.

Customers and providers

When a booking is accepted, the customer and provider may see the information needed to complete the job, such as name, service details, chat messages, booking status, and service address.

Service providers

We may use trusted technical service providers for database and hosting, maps and routing, identity verification, crash reporting, push notifications, and transactional email. These providers process data only to help us operate Tawasul.

Authorities

We may share information if required by law, regulation, court order, or a valid legal request. We do not sell your personal data.

8 Provider Identity Verification

Providers must complete identity verification before they can fully work on Tawasul. Verification may include identity-document checks, selfie checks, and liveness checks through our verification partner. Tawasul stores only the minimum verification result needed to manage provider approval.

Tawasul does not store raw ID-card images or raw selfie images. Providers who are not verified, rejected, blocked, or incomplete cannot receive urgent requests, appear as available, send offers, or accept bookings.

9 Payments

Tawasul currently uses cash payments between customers and providers. Customers pay providers directly after the service is completed.

Tawasul may store the agreed booking price for booking history, support, receipts, dispute handling, and platform records. Tawasul does not store credit-card numbers, debit-card numbers, CVC codes,



or card expiry dates.

10 Account Deletion and Data Retention

You may request to delete your account from inside the app. When an account is deleted, we disable login access and remove or anonymize personal profile information where possible.

Completed bookings may remain in the booking history of the other party, but your personal details will no longer appear. For example, your name may be replaced with "Deleted Customer."

Some information may be kept only where necessary for legal obligations, safety records, fraud prevention, dispute handling, accounting or operational records, and admin audit logs.

Inactive customer accounts

Customer accounts that are inactive for 60 days may be scheduled for deletion or anonymization after advance warnings and a grace period. If the customer logs in during the grace period, the deletion process may be cancelled and the account may be restored to active status.

This inactivity rule applies to customer accounts only. Provider accounts are not automatically deleted because they may involve verification records, service history, bookings, and safety records.

11 Your Rights

Depending on applicable law, including Moroccan Law No. 09-08 relating to the protection of individuals with regard to the processing of personal data, you may have the right to:

- Access the personal data we hold about you.
- Correct inaccurate or incomplete information.
- Request deletion of your account and data.
- Object to certain uses of your data.
- Request restriction of certain processing.
- Contact the relevant data-protection authority.

In Morocco, you may contact the CNDP, the Commission Nationale de contrôle de la protection des Données à caractère Personnel, if you believe your data protection rights have not been respected.

12 Security

We take reasonable technical and organizational measures to protect your information. These measures include secure authentication, encrypted communication where supported, database access controls, admin-only controls for sensitive actions, protected storage for private files, and backend validation for important actions.

No system is perfectly secure, but we work to protect user data and respond quickly if a security issue is discovered.

13 Children

Tawasul is not intended for children under 16 years old. We do not knowingly collect personal data from children. If you believe a child has created an account or shared personal information with us, please contact us so we can take appropriate action.

14 International Data Transfers

Some service providers used by Tawasul may process data outside Morocco. When this happens, we rely on providers that apply appropriate safeguards to protect personal data according to applicable privacy and security standards.



15 Changes to This Privacy Policy

We may update this Privacy Policy as Tawasul grows or as legal, technical, or business requirements change. When we update the policy, we will change the effective date at the top. For important changes, we may notify users inside the app or by another appropriate method.

Continuing to use Tawasul after an update means you accept the updated Privacy Policy.

16 Contact Us

For questions, privacy requests, or account deletion requests, contact us at:

support@tawasul.ma

This policy is published in English. French, Arabic, and Darija versions may be provided when available.

Brand colors used in this document: black #050505, lime #E0F922, white #FFFFFF.