

PRIVACY POLICY

1. Your privacy is a subject of importance to Carmy Transit Services Private Limited Company
2. Our privacy and policy aspects include the process through which we collect utilize, share and protect information related to you. It also defines the way to reach out to our services to meet your service needs.
3. Privacy and policy factors apply to our both online and offline activities. It denotes the activities related to taxi hire services via a network of third-party drivers and taxi operators. Apart from these, you would find that privacy and policy control the use of interactive features or downloads. It indicates the services owned by Carmy Transit Services Private Limited Company, available via Carmy Transit Services Private Limited Company services.
4. Therefore, when you go ahead to accept the customer terms and conditions, it automatically reflects your agreement to the terms of this privacy policy. Further, you may take a look at different privacy practices so that you may realize the comprehensive features of our privacy and policy aspect.

5. In case, you avoid agreeing to this privacy policy then this privacy policy would be incorporated by reference into the Customer Terms and Conditions. If you develop any query regarding our privacy and policy terms, you may quickly connect to us through the email address available on our website or Mobile Application.

Definitions

6. We have included multiple terms to define our privacy and policy. In this section, you will learn about those so that you may use and access our ride services via the legitimate process:-

(a) Here “**Device**” implies using a computer, mobile, or other devices to reach out to our Services.

(b) The word “**Device Identifier**” will denote the IP address or other unique identifier for the Device you would use. A Device Identifier is a number that is automatically assigned to your device used to access the services and our computer identifies your Device by this Device Identifier.

(c) The “**Mobile Application**” would mean the application offered by us on the Device to help you reach our Services. Any and all actions you take in the Mobile Application will be collected and stored to allow us to personalise the service offered to you.

(d) The word “**Promotion**” would let you stay updated with the contest and other promotions provided by us.

(e) “**Protected Information**” will include the categories of information to be utilized to recognize you personally consisting of your name, e-mail address, and mobile number.

(f) “**TPSP**” will define a third-party service provider.

**INFORMATION COLLECTED BY US IS THE INFORMATION
THAT YOU SUBMIT TO US**

7. We usually seek out certain protected information. Most often, we collect information using multiple means that include the processes like account registration forms, contact us forms, or through your initiatives to interact with us. When you step ahead to follow the signup process to avail of the services, you

start with the creation of your profile. There, we ask you to provide us with the protected information that we use to maintain the lawful objectives of our services. Those include information such as:

- Full name
- Email
- Password
- Address
- Mobile phone Number
- PIN Code

**INFORMATION COLLECTED BY US AS YOU ACCESS AND
USE OUR SERVICES**

8. Apart from the protected information that you provide us, we and our TPSP choose to utilize multiple technologies that collect certain kinds of information through an automated system. It becomes functional when you visit or interact with our Services. That Usage Information usually consists of the information related to the browser that you are using, the URL

that referred you to our services, and all those areas within our services that you try to access. We may use the information collected from you for targeted advertising. This involves using information collected on an individual's web or mobile browsing behavior such as the pages they have visited or the searches they have made. This information is then used to select which advertisements should be displayed to a particular individual on web site(s). The information collected is only linked to an anonymous cookie ID (alphanumeric number), it does not include any information that could be linked back to a particular person, such as their name, address or credit card number etc.

9. Further, we also collect information related to your device identifier for your device. It is a number that gets generated through the automated system to reach out to our services. Thus, our computers identify your devices with the help of their generated device identifier.

10. If you choose to book our ride services through the call center, Carmy Transit Services Private Limited Company would

record the calls and other chat histories to maintain the quality of services.

11. If you book or purchase a vehicle via Carmy Transit Services Private Limited Company, we would collect the information about your vehicle preferences, and your preferred address for test drives. Further, we would also collect the detail related to your car insurance, and purchase history along with information related to the service package purchased to let the sale and purchase process happen through a genuine system.

12. Further, we collect tracking information when you start navigating through our services. Later, you would be able to receive the driver's mobile phone on your GPS during the ride. You would have the information related to the location on your GPS-enabled mobile devices.

13. When you would place the request for services organized or offered through Carmy Transit Services Private Limited Company, and then we would be collecting additional information that may include sensitive personal information, like medical reports and other documentary evidence for the

validation of the legitimacy of the request, you have placed to avail of our ride services.

14. If you decide to upload the emergency contact then we will collect and store such contact information to share the ride information. Further, we would also prefer the use of such information to manage the emerging demand if arise to make you up-to-date with the ride service details.

15. Further, if you choose to refer a friend to our Carmy Transit Services Private Limited Company services, we would collect and store the information related to your friend for connection and boost our services. Apart from these, if you use our Carmy Transit Services Private Limited Company account to book a ride for other people, in that case, we would collect and store their contact information to provide them with ride details for the ease of their journey.

16. We would collect the Usage Information through the cookie. In case you do not want your information to be collected via cookies, then you can click on the deny option fetching on your browser. In the same way, you can click on the option available as accept the use of cookies according to your

preference. However, we offer the option for disabling the cookies if you want on your device. Further, Carmy Transit Services Private Limited Company would not be able to control the use of cookies by third parties. We do not cover the cookies of the third party under our stipulated privacy and policy terms. We caution you to read the privacy statements of all third party web sites or applications before submitting any Protected Information to third parties.

INFORMATION OFFERED BY THIRD PARTIES ABOUT YOU

17. We keep on supplementing the information that we collect related to you. We initiate the supplementation process through the website or mobile application or services using the outside records offered by third parties.

INFORMATION WE COLLECT THROUGH MOBILE APPLICATIONS

18. We offer our ride services via mobile application. We focus on collecting and using the technical data and related information to maintain the provision of software updates product support and other services. However, we have not put the limitation up to certain information like system and application software, and peripherals.

19. Further, when you choose to utilize any of the mobile applications, then it would automatically collect and store the below-stated information available on your mobile device. Apart from the device information, it also collects information such as:-

(a) The language you choose as per your country if applicable.

(b) Secondly the manufacturer and model of the mobile device you are using.

(c) Next is detail about your mobile operating system.

(d) Further, the type of mobile internet browser being used by you.

(e) Apart from these, we collect information related to your Geolocation.

20. Further, we collect information about the way you interact with a mobile application. We also collect information related to the specific part of the Mobile Application for the stipulated time. Apart from these, we also store information associated with how you engage with the mobile application for our personalized services and the content available on the mobile application.

21. In addition to these, we also collect data from SMS/ text messages after we receive the device permission for certain objectives like generating and receiving the one-time passwords, and filling in details through the automated system during the financial transactions and that may be either by us or by third-party service provider.

22. Another important aspect of our privacy and policy is that we never share SMS or text message with third parties, other than as provided in this Privacy Policy.

INFORMATION THAT WE COLLECT BY TPSP

ADVERTISING ON CARMY TRANSIT SERVICES PRIVATE LIMITED COMPANY WEBSITE OR MOBILE APPLICATIONS

23. Carmy Transit Services Private Limited Company keeps on advertising the TPSP services and products on its website and mobile app.

HOW DO WE USE THE COLLECTED INFORMATION?

24. We aim at offering quality services to our customers and hence we collect information to improve our services for your enhanced experience. We utilize the collected information to evaluate the feature of our frequently used services.

25. We always send a welcoming email when you register on our mobile app or website to create an account. We use your protected information to manage the verification process of your username and password.

26. Further, we utilize the information we collect from the Mobile Application to offer you the best app version.

27. We utilize the Internet Protocol (IP) address to assist in identifying the troubles with your computer server and handle

our website (s). However, your IP address does not contain any personal information.

28. We also send service-related announcements on specific occasions if we find it necessary. In case our services lie non-functional or suspended, we simply send an email to make you updated. If you do not wish to receive them, you have the option to deactivate your account.

29. We prefer to use your information to prevent, and identify the infringement of the Privacy Policy or any applicable terms of service or terms of use for the Mobile Application to reduce the possibility of fraud, and chargeback.

30. In addition to these, we share some of the protected information like your name, pick-up address, and contact number with a driver who accepts your request for ride services. We do it so to make the driver capable of connecting with you easily.

31. We also share your information with other users who are accompanying you in the vehicle that you have selected. We allow you to select the pooled vehicle feature of our services.

32. We utilize that geo-location information to handle several aspects to help you track your drivers in your area. We help you and drivers to carry on the tasks of their parts to make the journey hassle-free. **HOWSOEVER**, This Privacy Policy shall not cover the usage of any information about you which is given by you suo-moto to the driver or obtained by the driver in personal capacity while providing you a ride. Hence we caution you to not directly deal with the drivers or share any personal information with them.

33. Furthermore, we use your Protected Information or Usage Information that we gather about you to:-

- (a) Fulfill your requests for information, and services, or to complete transactions, including sending you electronic newsletters.

- (b) Help you get the benefits of several features of the Services, such as online or mobile entry sweepstakes.

34. If you decide to use any services offered by Carmy Transit Services Private Limited Company or other such third parties on the Mobile Application, we will share the information we've acquired about you with them. We might utilize the data we

have about you to serve you with more relevant ads. Utilizing data gathered from a person's web or mobile surfing habits, such as the pages they have viewed or the searches they have done, is an important part of this. However, the information gathered does not contain any data that has the potential to trace a specific person, such as their name, address, or credit card number.

METHODS THROUGH WHICH WE DISCLOSE INFORMATION TO THIRD PARTIES

35. Except as stated pointers in this privacy policy, we do not sell, distribute, rent, or trade the information we gather about you. The following scenarios are only the reason for the disclosure of information to the third party:

OUR INITIATIVES TO COLLECT INFORMATION FROM THIRD PARTIES

36. We share Your Protected Information with such third parties if you show agreement to this, and any other information you submit. This will be subject to their privacy policies and practices. You should evaluate the privacy policies and practices of such third parties before accepting to receive such

information from them. You should get in touch with a third party if you later decide you do not wish to communicate with that party.

THIRD PARTIES OFFERING SERVICES ON OUR BEHALF

37. We rely on third-party businesses and people to carry out our services, provide or carry out specific aspects of the services on our behalf. You may find instances like drivers and the businesses they work for to offer the services, other third parties, to host the services, design and or operate the features, track the analytics of the services, process payments, engage in anti-fraud and security measures, provide customer support. These third parties will have access to user information, including Protected Information to only carry out the services they are performing for you or for us. Each of these third parties are required to ensure the same level of data protection as us and are obligated not to disclose or use Protected Information for any other purpose.

38. TPSPs have the right to place and access their cookies, web beacons, and embedded scripts on your Device, as well as to gather or gain access to other information about you,

including non-personally identifying information. Our website's assistance section is hosted by a third-party host that we use. Our Privacy Policy applies to any data that may be gathered on any part of our website by such a third party.

CO-BRANDED SERVICES

39. You would be liable to receive some Services from third parties ("Co-Branded Services"), such as sponsors and nonprofit organizations. Further, they might ask you to provide them with access to Protected Information. You will be considered to have given your consent to share your information with us and the third party if you step ahead to register for goods or services through the co-branded services. Your Protected Information may also be exposed to the designated third parties for a Co-Branded Service and will be subject to their posted privacy policies, if you sign in using a username and password.

CONTESTS AND PROMOTIONS

40. Using the services, we provide options for the promotion of the registration process. If you take part in promotional activities, this reflects your consent to sharing of information

and as required by law or permitted by the Promotion's official rules. These rules may have specific requirements for you, such as enabling the Promotion's sponsor to use your name, voice, and likeness in promotional marketing. Further, if you choose to participate in a promotion, you show agreement for your protected information that is available to the public or to third parties in connection with the administration of that promotion.

ADMINISTRATIVE AND LEGAL REASONS

41. To execute and stick to the law, we work with governmental, law enforcement, and private parties. As a result, we reserve the right to access, use, preserve, transfer, and disclose your information (including Protected Information, IP address, Device Information, or geo-location data) to government or law enforcement officials or private parties as we reasonably believe it necessary or appropriate to comply with any applicable law, regulation, subpoenas, governmental requests, or legal process, protect and defend the terms and conditions for online and mobile Services or other agreements.

WHEN YOU SHARE INFORMATION

42. If you upload content from the Mobile Application to share with or transmit to an email recipient, online forum, website, or to the general public, such as uploaded photos, posted reviews or comments, or information about you or your ride that you choose to share with others through features that may be offered on our Services, Protected Information may be collected and shared with third parties. The privacy policies of the email service, social media site, online forum, or other platforms.

BUSINESS TRANSFER

43. We may disclose your information, including your protected information and usage information with our parent, subsidiaries, and affiliates. Additionally, we reserve the right to reveal and transfer all such information in the following circumstances: to a new owner, co-owner, or operator of the Services or relevant database; or in connection with a corporate merger, consolidation, restructuring, the sale of virtually all of our membership interests or assets, or other corporate change, including during any due diligence process.

MARKET STUDY AND OTHER PERKS

44. We conduct market research or studies, data analysis, customize product or service offerings, improve the products or services, or provide you with any other benefits or products or services, we may share your information, including your protected information and usage information with third parties.

WITH THE OWNER OF THE ACCOUNTS THAT YOU ARE USING

45. If you use a profile or account belonging to another person, we might disclose the trip's specifics to the profile's owner. • Two situations where this might happen are: • Using your employer's profile as part of a business transaction. • Travelling on a friend's invitation.

THIRD-PARTY CONTENT AND LINKS TO THIRD-PARTY SERVICES

46. Third parties may collect website usage information and your device identifier. Additionally, you might be sent to other websites or applications when utilizing the services that are run and managed by unaffiliated third parties.

47. We disclaim all liability for any of these third parties privacy practices. For instance, if you click on a banner ad, you can be transferred from one of our websites to another website. These other websites could send you their cookies, independently gather data, or ask for Protected Information. Before providing any protected information to third parties, we urge you to keep track of our services and to read the privacy policies of all third-party websites and applications.

SOCIAL MEDIA FEATURES AND WIDGETS

48. Social networking elements, such as the Facebook Like button, and widgets that run on our online and mobile services may be present on our online and mobile services. To make these features work effectively, these features may collect your IP address, photo, and the page you are currently viewing on our online or mobile services.

INFORMATION COLLECTED BY DRIVERS

49. Our privacy policy does not include the use of the information that you receive from the driver or the company to which the driver belongs.

MODIFICATION OF INFORMATION AND CANCELLATION

OF ACCOUNT

50. You would be liable for maintaining the accuracy of the data you provide to us, such as the contact details you use at the time of opening an account. You can update information on our member information page or by contacting us at the email address that we have provided on our website or mobile application. You would also have the option to change or cancel the messages you've chosen to receive from the services by signing into your user account.

51. We may terminate your access to the services by sending you a written notice to this if we find it difficult to permit access to our Services to you due to insufficiency or inaccuracy of the information.

52. You may contact us at the email address listed on the trip bill that you receive, if you want to cancel your account or ask us to stop using your information to offer you services. However, we will retain your Protected Information and Usage Information (including geo-location) for as long as your account

with the Services is active and as needed to provide you services.

53. Even after your account is closed, we will continue to keep your Protected Information and Usage Information (such as your Geolocation, trip history, and transaction history) to meet our legal and regulatory obligations and settle disagreements, and wrap up any account cancellation-related tasks.

SECURITY

54. The information we gather is safely stored in our databases and we use standard industry-wide, commercially reasonable security practices. Nevertheless, no security system is impenetrable, regardless of how effective encryption technology is. Any information you share with us and with Carmy Transit Services Private Limited Company is at your own risk. We cannot guarantee the security of our databases, nor can we guarantee that the information you supply won't be intercepted while being conveyed to us via the Internet or wireless connection. We advise you not to share your password with anyone as it may interrupt the security system adversely.

GRIEVANCE OFFICER

55. Carmy Transit Services Private Limited Company caters for Company support managers and you may connect to them at the email address “support@carmyservicess.com” as they work as grievance officers under the Information Technology Act, of 2000. You can complain to him about any issues you may have regarding this privacy statement or how your protected information or other data is used.

CHANGES TO THE PRIVACY POLICY

56. We keep updating our Privacy Policy to reflect the changes that we introduce from time to time. Any modifications will come into effect as soon as they are posted in the updated Privacy Policy. We will let you know by email or by posting a notice on the Services if we make any significant modifications. We advise you to frequently check this page for the most recent details on our privacy policies.

57. Any case against the Carmy Transit Services Private Limited Company can be filed in the courts of Meerut District only.