

NAMMA YATRI PRIVACY POLICY

This Privacy Policy, applicable for the Namma Yatri website and/or mobile application (the “Platform”) is an electronic agreement formed under the Information Technology Act, 2000 and the rules made thereunder (as amended till date). This privacy policy is a legally binding document between the user and Namma Yatri. The terms of this privacy policy will be effective upon your use of the services provided through Namma Yatri website or application and will govern the relationship between user and the Namma Yatri for all the usages of the Platform.

1. INFORMATION COLLECTED AND USE OF INFORMATION

We collect certain information including certain personal information from you when (a) you use or register yourself on the Platform, when you use our services, such as location, Platform usage and device data; (c) when you communicate with us through inquiries, grievances or feedback, etc. We’ve summarized this information in the chart below. This shows for each category of information collected, the types of data we use for each purpose, the purposes for which Namma Yatri uses data.

Categories of Information	Data	Purpose
Profile	Name, Contact Number, Email ID, Address, Date of Birth, profile picture	To create and update accounts on the Platform. For verifying users identity and driver’s eligibility to provide transportation services. To enable services, features and user matching To deliver receipts To enable communications between drivers and passengers To process payments To investigate and address concerns in relation to customer support
Financial Information	Permanent Account Details (PAN)	To enable services and features

	of the drives, Driver's Bank Account Details	To process payments
Background and eligibility check information	Photo of drivers (such as, selfies), Driver's license, vehicle registration details, vehicle or insurance information of drivers, other government issued documents and information provided by the driver during onboarding process such as criminal record (where permitted by law), known aliases, etc.	To verify drivers' identity and eligibility to provide transportation and/or delivery services; To detect unsafe behavior and prevent frauds To investigate and address concerns in relation to customer support To enable services and features
Location	Precise or approximate location data collected from drivers' devices.	To enable services and features To determine pricing for a ride To enable user/passenger matching for a ride To detect unsafe behavior and prevent fraud To investigate and address concerns in relation to customer support
Usage Data	Platform access dates and times, app features or pages viewed, browser type, and app crashes and other system activity.	To enable services and enhance features of the Platform To perform internal operations To monitor and improve support
Device Data	Hardware models, device IP address or other unique device identifiers, operating systems and versions, software, preferred languages, advertising identifiers, device motion data, and mobile network data.	To perform internal operations To detect unsafe behavior and prevent fraud To monitor and improve support To investigate and address

		concerns in relation to customer support To develop and improve services and features
Communications Data	Time and date of calls, call recording, texts and in-app messages between users enabled through Platform and the content of text and in-app messages.	To enable communication between users To detect unsafe behavior and prevent frauds To report unsafe incidents To prevent and resolve conflicts between users To monitor and improve support

3. RETENTION

All information including personal information collected mentioned under this Privacy Policy shall only be retained by Namma Yatri for as long as is necessary to perform its obligations as set out under Terms of Service and in compliance with the applicable statutory/ regulatory requirements and no longer.

Users may request deletion of their accounts at any time. Namma may retain user data after a deletion request due to legal or regulatory requirements or for reasons stated in this policy. The length for which Namma Yatri retains user data may further be determined by legal and regulatory requirements, purposes of safety, security and fraud prevention, or by issues relating to the user's account such as an outstanding credit or an unresolved claim or dispute.

4. RIGHTS

You shall have the right to access your profile on the Platform at any time to add, remove or modify your information that you have provided, after which point the Namma Yatri shall only use such revised information. Your addition, removal or modification of the information shall not prejudice any prior use by the Namma Yatri thereof. You shall, however, commit to only providing information that is true and accurate.

5. DATA SECURITY

Namma Yatri shall take all organizational and technical measures required under any law or statute applicable to protect the confidentiality and security of the information in their control. Namma Yatri shall ensure that data is encrypted in transit as well as at rest.

6. DISCLOSURES AND TRANSFER

We share your information with third parties for various purposes as detailed herein below:

Type of Third Party	Description
Other Users of the Platform	We share: • passenger's first name, rating, and pick-up and/or drop-off locations with drivers; • riders' first name with other riders in a car sharing trip. Riders in car sharing trips may also see the drop-off location of the other riders. • with the rider(s), including name and photo; vehicle make, model, color, number plate and vehicle photo; location (before and during trip); average rating provided by users; total number of trips; contact information;
Other people at request of the passenger/rider	We share data with: • Other people at the user's request. For example, we share a user's ETA and location with a friend when requested by that user. • Emergency services: We offer features that enable users to share their data with police in the event of an emergency or after certain incidents.
Identity and other information verification providers	Third party service providers to verify and conduct background check information or documents that the Drivers provide during onboarding process
Hosting and IT service providers	IT vendors including cloud service providers to securely store your information including personal and sensitive information.
Payment processing partners and vendors	Payment processors and banking partners to facilitate payment transactions.

7. GRIEVANCES

If You have grievance or complaint, questions, comments, concerns or feedback in relation to the processing of information or regarding this Privacy Policy or any other privacy or security concern, send an email to nammayatri.support@juspay.in.

You may address any complaints or discrepancies in relation to the processing of Your Personal Information to the grievance officer, mentioned herein below.

Grievance Officer

Parthiban Duraisamy

Juspay Technologies Private Limited

Address: #444, Stallion Business Center, 18th Main Road, 6th Block, Koramangala, Bengaluru, Karnataka 560095.

Email: nammayatri.grievances@juspay.in

Phone Number: +91 8951980702.

8. UPDATES

We may occasionally update this notice. If we make significant changes, we will notify users in advance of the changes through the Namma Yatri or through other means, such as email. We encourage users to periodically review this notice for the latest information on our privacy practices.

Use of our services after an update constitutes consent to the updated notice to the extent permitted by law.