

YATRI SATHI PRIVACY POLICY

This Privacy Policy is applicable for the Yatri Sathi software or mobile application . This 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 Yatri Sathi. The terms of this privacy policy will be effective upon your use of the Yatri Sathi software or application and will govern the relationship between user and the Yatri Sathi for all the usages of the application or software.

1. INFORMATION COLLECTED AND USE OF INFORMATION

We collect certain information including certain personal information from you when (a) you use our application or software (b) when you communicate with us. 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 Yatri Sathi uses data.

Categories of Information	Data	Purpose
Profile	Name, Contact Number, Email ID, Address, profile picture	<p>To trigger verification OTP SMS</p> <p>To create and update accounts on the application.</p> <p>For verifying users identity and driver's eligibility for onboarding.</p> <p>To enable platform features and user matching</p> <p>To deliver receipts</p> <p>To enable communications between drivers and passengers</p> <p>To process payments</p> <p>To investigate and address concerns in relation to customer support</p> <p>To enable communication with</p>

		the customer through Whatsapp for an easy sign-up process.
Location	Precise or approximate location data collected from customers' devices, recent location searches	<p>To enable Platform features</p> <p>To determine pricing for a ride</p> <p>To enable a driver matching for a ride</p> <p>To detect unsafe behavior and prevent fraud</p> <p>To investigate and address concerns in relation to customer support</p> <p>For customisation</p>
Usage Data	Platform access dates and times, app features or pages viewed, browser type, and app crashes and other system activity.	<p>To enable and enhance features of the Platform</p> <p>To perform internal operations</p> <p>To monitor and improve support</p>
Ride Data	History of rides, saved addresses, favourites	<p>To enable the customers to use the app in a personalised manner</p> <p>To enable the customers to book rides with ease</p>
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.	<p>To perform internal operations</p> <p>To detect unsafe behavior and prevent fraud</p> <p>To monitor and improve support</p> <p>To investigate and address</p>

		<p>concerns in relation to customer support</p> <p>To develop and improve Platform features</p>
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.	<p>To enable communication between users</p> <p>To detect unsafe behavior and prevent frauds</p> <p>To report unsafe incidents</p> <p>To prevent and resolve conflicts between users</p> <p>To monitor and improve support</p>

3. RETENTION

All information including personal information collected mentioned under this Privacy Policy shall only be retained by Yatri Sathi for as long as is permissible under Applicable Law.

Users may request deletion of their accounts at any time. Yatri Sathi 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 Yatri Sathi 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 Yatri Sathi shall only use such revised information. Your addition, removal or modification of the information shall not prejudice any prior use by the Yatri Sathi thereof. You shall, however, commit to only providing information that is true and accurate.

5. DATA SECURITY

Yatri Sathi 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. Yatri Sathi 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
Drivers and Co-riders	We share: <ul style="list-style-type: none">• 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.
Other people at request of the passenger/rider	We share data with: <ul style="list-style-type: none">• 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.
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 yatrisathi.support@wb.gov.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

Department of Information Technology & Electronics Government of West Bengal,
Monibhandar (5th and 6th floor), Premise of Webel Bhavan,
Block - EP & GP, Sector-V, Salt Lake, Kolkata - 700 091

8. UPDATES

We may occasionally update this notice. If we make significant changes, we will notify users in advance of the changes through the Yatri Sathi 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.