



Privacy Policy for CARVA

Last Updated: December 10, 2025

CARVA ("we", "our", or "us") operates as a ride-booking and transportation service application. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application, **CARVA**.

By downloading, installing, or using CARVA, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of your information in accordance with it.

1. Acceptance and Scope

This policy applies to all users of the CARVA app, including passengers and drivers (where applicable). If you do not agree with the terms of this Privacy Policy, please do not use the CARVA application.

2. Information We Collect

We collect information through various methods, including information you provide directly to us and information collected automatically through your use of the app.

2.1 Personal Information (Directly Provided)

When you register or use CARVA, we may collect the following personal details:

- **Identification:** Name, phone number.
- **Contact/Optional:** profile photo (optional)

2.2 Location Information (Mandatory for Service)

CARVA is a location-based service and requires precise location data to function. We collect:

- **Real-time GPS location:** Your precise location during app use.
- **Ride Data:** Pickup and drop-off locations, and driver/passenger location during active rides.
- Your location is shared only with the matched driver or passenger for the purpose of fulfilling the requested ride.

2.3 Communication Data

This includes records of:

- In-app chat messages between riders and drivers.
- Support inquiries and communication with our customer service team.
- OTP verification messages.

3. How We Use Your Information

We use the collected data for the following essential business and operational purposes:

- **Service Delivery:** To create and manage user accounts, enable ride booking, facilitate ride matching, and provide navigation/route optimization.
- **Communication:** To show your location to matched drivers/riders and send service updates.
- **Payments:** To process payments for rides.
- **Safety & Security:** To prevent fraud, misuse, or unsafe activities within the app.
- **Improvement:** To improve app performance, user experience, and provide customer support.

4. Sharing and Disclosure of Information

We do not sell your personal information. We only share information in the following limited circumstances:

4.1 With Other Users (Drivers/Riders)

To successfully complete a ride, we share:

- Name, pickup location, and drop-off details.
- Phone number (which may be masked or direct, depending on the system).

4.2 Third-Party Service Providers

We engage trusted third parties to perform services on our behalf, such as:

- SMS/OTP services.
- Cloud hosting and data storage.

4.3 Legal and Regulatory Compliance

We may disclose your information if required to do so:

- To comply with legal obligations or governmental requests.
- To respond to law enforcement requests or protect national security.
- To protect the safety, rights, or property of CARVA, our users, or the public.

5. Data Security and Retention

5.1 Data Security

We implement appropriate security measures designed to protect your information, including:

- Encrypted data transmission (SSL/TLS).
- Secure login authentication.

- Limited, need-based access to personal data.
- Regular security checks and updates.
- **Note:** However, no method of transmission over the internet or method of electronic storage is 100% secure.

5.2 Data Retention

We retain user information for as long as:

- Your account remains active, or
- Necessary to comply with legal, tax, or regulatory obligations (e.g., transaction records).
- You may request account deletion at any time by contacting us (see Section 10).

6. Children's Privacy

CARVA is not intended for users under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that a child under 18 has provided us with personal information, we will take steps to delete such information.

7. Your Privacy Rights

Depending on your region and applicable data protection laws, you may have the right to:

- **Access** your personal data held by us.
- **Update or Correct** inaccurate or incomplete data.
- **Request Deletion** of your data (subject to legal retention requirements).
- **Withdraw** previously granted permissions.
- **Export** a copy of your personal data.

Please contact us using the details below to exercise any of these rights.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The revised version will be indicated by a new "Last Updated" date. We encourage you to review this policy periodically. Your continued use of CARVA after any changes signifies your acceptance of the revised policy.

9. Contact Us

If you have any questions, comments, or concerns about this Privacy Policy or our data handling practices, please contact us:

Email: thooya.dev001@gmail.com

Phone: 5363728374

