

Luxurge Privacy Policy

Last Updated: 4 Jun 2026

1. Introduction

Welcome to Luxurge Services (“Luxurge”, “we”, “our”, or “us”). We respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, share, and safeguard your information when you use the Luxurge mobile application (“App”) and related services.

By using the App, you agree to this Privacy Policy.

2. Information We Collect

We may collect the following categories of information:

2.1 Personal Information

- Name
- Phone number
- Email address
- Account information and profile details you provide

2.2 Location Data (Sensitive Data)

Luxurge collects location data to provide key features such as trip management, accurate pickup/drop-off, and safety support.

We may collect:

- **Precise location (GPS) while the App is in use**, when you grant permission.
- **Background location (location data even when the App is closed or not in use), only when you explicitly allow background location permission**, for:
 - Live trip tracking
 - Accurate pickup and drop-off
 - Safety support and incident assistance

We do not collect background location unless you provide explicit consent via our in-app disclosure screen and Android's permission prompt.

2.3 Usage Information

- App interactions and activity (e.g., screens used, actions performed)
- Log information related to usage, performance, and diagnostics

2.4 Device & Technical Data

- Device model and operating system
 - App version
 - IP address (approximate)
 - Crash logs and system activity information
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3. How We Use Your Information

We use your information to:

1. **Provide and operate the service**
 - Enable bookings, trip management, and app functionality.
 2. **Location-based features**
 - Provide trip tracking, driver routing, pickup/drop-off accuracy, and safety-related services.
 3. **Communication**
 - Send confirmations, trip updates, alerts, and important service notifications.
 4. **Improve and secure the App**
 - Debugging, analytics, performance improvement, fraud prevention, and service security.
 5. **Marketing (If applicable)**
 - We may send promotional messages where allowed by law. You can opt out at any time.
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4. Background Location (Important Disclosure)

Luxurge may request **background location access** so we can provide:

- **Live trip tracking**
- **Accurate pickup/drop-off**
- **Safety support**

Your Choice & Control

You can disable background location anytime:

Android Settings → **Apps** → **Luxurge** → **Permissions** → **Location**

If background location is disabled, some features (such as live tracking) may not function properly.

5. Sharing Your Information

We do **not sell** your personal data.

We may share data only as described below:

5.1 Sharing Location During Trips (Core Feature)

If you use trip-related features, Luxurge may share **your real-time location during an active trip** with:

- **Drivers** (to enable navigation and accurate pickup/drop-off)
- **Passengers / Customers** (to enable live trip tracking)

This sharing is limited to trip functionality and is not used for advertising.

5.2 Service Providers

We may share information with trusted third-party providers who help us operate the service (e.g., hosting, customer support, analytics, payment providers). These providers must protect your data and use it only to provide services to Luxurge.

5.3 Legal & Safety Requirements

We may disclose data if required by law, legal requests, or to protect safety, rights, and security of users, Luxurge, or the public.

5.4 Business Transfer

If Luxurge is involved in a merger, acquisition, or sale, your information may be transferred as part of that transaction.

6. Data Retention

We retain your data only for as long as necessary to:

- Provide services
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

Location data (including background location) is retained for a limited time based on operational, safety, and legal requirements.

7. Data Security

We implement reasonable technical and organizational measures to protect your data. However, no method of transmission or storage is fully secure.

8. Your Rights & Choices

Depending on your country, you may have rights such as:

- Access your data
- Correct your data
- Delete your data
- Restrict or object to processing
- Data portability

To exercise these rights, contact us using the information below.

9. Children's Privacy

Luxurge is not intended for children under the age of **13** (or the minimum legal age in your region). We do not knowingly collect data from children.

10. Updates to This Policy

We may update this Privacy Policy from time to time. We will publish the updated version with a new “Last Updated” date.

11. Contact Us

For questions or requests related to privacy:

Company: Luxurge Services

Email: hhiyassat@eqratech.com