VAHTOOK

Vahtook Privacy Policy

This Privacy Policy describes how Vahtook (“Vahtook”, “we”, “our”, or “us”) collects, uses, discloses, and protects your personal information when you use our website, mobile application, and related logistics and delivery services (collectively, the “Services”). We are committed to maintaining your trust by protecting your data and ensuring transparency in our practices. This policy is governed under the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

Introduction

Vahtook provides on-demand logistics, delivery, and transport services connecting customers with driver partners across categories such as two-wheelers, three-wheelers, and four-wheelers. This Privacy Policy applies to all users of our Services, including customers, driver partners, vendors, and visitors. By using our platform, you consent to the collection and use of information as described herein.

1. Information We Collect

We collect different types of information to operate effectively and provide you with the best possible logistics experience. The types of information we may collect include:

- Personal details: Name, contact number, email address, and postal address.
- Demographic information: Age, gender, and service preferences.
- Driver-related information: Vehicle details, license, insurance, RC, and KYC documentation.
- Transactional information: Pickup and drop-off locations, fare, payment mode, and invoice details.
- Location data: Real-time GPS data when you book or complete a trip (only with user consent).
- Device and technical data: IP address, browser type, operating system, and mobile network information.
- Communication data: Calls, messages, chat records, and customer feedback shared via our platform.
- Cookies and analytics: Tracking tools to analyze service usage patterns and enhance experience.

2. How We Use the Information

Vahtook uses your personal and non-personal data for the following legitimate purposes:

- To verify identity, process registrations, and enable secure access to our Services.
- To manage bookings, deliveries, payments, and customer interactions.
- To send service notifications, invoices, updates, and order confirmations.
- To improve user experience through feedback, surveys, and analytics.
- To ensure compliance with applicable laws, including KYC norms and taxation.
- To prevent fraudulent transactions or unauthorized access to user accounts.

- To communicate offers, promotions, and marketing content (only with your consent).

3. Cookies Policy

Cookies are small files that a website transfers to your computer or mobile device to recognize you and improve your experience. Vahtook uses cookies to store preferences, track sessions, and understand service usage. You can choose to accept or decline cookies through your browser settings; however, disabling cookies may affect functionality.

4. Data Sharing and Disclosure

Vahtook may share your information with trusted entities only when necessary to operate our Services or as required by law:

- With driver partners, vendors, and logistics associates to execute deliveries.
- With payment gateways and banking partners to process transactions.
- With analytics providers for product improvement and performance monitoring.
- With legal authorities for compliance, dispute resolution, or fraud prevention.

During mergers, acquisitions, or restructuring, where data transfer is a business necessity.

5. Data Retention

We retain your personal data only as long as necessary to fulfill service obligations or legal requirements. After this period, your information is securely deleted or anonymized. Users may request deletion by contacting Vahtook directly.

6. Security Measures

Vahtook employs strict security protocols to safeguard your data from unauthorized access, alteration, disclosure, or destruction. These include encryption, firewall protection, restricted access control, and periodic audits. We also ensure third-party vendors comply with similar data protection standards.

7. User Rights and Choices

You have the right to:

- Access, correct, or update your information stored with us.
- Withdraw consent for data processing (subject to service limitations).
- Request deletion or restriction of processing your personal data.
- Opt-out of receiving promotional communications at any time.

Requests to exercise these rights may be sent to Vahtook's grievance officer using the contact details provided below.

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8. Links to Third-Party Websites

Our Services may include links to third-party websites. Vahtook is not responsible for the privacy practices or content of these external sites. We recommend reviewing the privacy policies of any linked sites you visit.

9. Prohibited Activities

Users are strictly prohibited from engaging in activities that violate laws or compromise data security, such as transmitting malware, impersonating others, or misusing confidential data. Any violation may result in suspension of services or legal action.

10. Policy Updates

This Privacy Policy may be revised periodically to reflect changes in regulations or service practices. The updated version will be posted on Vahtook's website and mobile application. Continued use constitutes acceptance.

Contact Information

If you have any questions, complaints, or requests concerning this Policy, please contact us at:

Email: info@vahtook.com

Phone: +91 7777 8101 96

Address: B-10 Kedar Galaxy, Shramik Galaxy,Shramik Nagar, Nashik 422012.

Grievance Officer

In compliance with the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, the details of the designated Grievance Officer are as follows:

Name: Mr. Rahul Jagtap

Designation: Grievance Officer

Email: rahul.jagtap@vahtook.com

Contact Time: Monday to Friday (10 a.m. to 6 p.m.)

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