

*Last updated on 17<sup>th</sup> march 2023*

## TransportSimple PRIVACY POLICY

### 1. BACKGROUND

- 1.1. TransportSimple ("Product"), www.transportsimple.com ("Website") and Employee App | TransportSimple (Application) is owned, registered and operated by M/s. Indersons Services Private Limited ("Company"), a company incorporated under the relevant provisions of the Companies Act, 2013. The Company through its Product provides Vehicle data management and tracking services ("Services").
- 1.2. For the purpose of this Privacy Policy, wherever the context so requires 'You', 'Your', or 'User' shall mean any natural person who uses the Product for availing the Services. The term "Company", "We", "Us", "Our" shall mean the Company, its employees, and authorised agents that perform any services on the Company's behalf.
- 1.3. By using the Product, You consent to the manner of usage, collection, storage and sharing of information collected from You as provided for in this Privacy Policy.
- 1.4. This Privacy Policy covers:
  - i. the type of information collected from You through the Product, including sensitive personal data or information;
  - ii. the purpose, means and modes of usage of such information; and
  - iii. how and to whom such information which has been collected will be disclosed.
- 1.5. We reserve the right to make changes to this Privacy Policy at any time. Any such modifications will become effective immediately upon posting to the Website and Your continued use of the Website, the Product constitutes Your agreement to such modifications. You agree to periodically review the current version of the Privacy Policy as posted on the Website.

### 2. INFORMATION COLLECTED FROM THE USER

- 2.1. Personal Information: For the purpose providing Services, Company collects the following personally identifying information ("Information") from the Users during their use of the Website, the Product or the Application:
  - I. Name of the User;
  - II. E-mail address;
  - III. Phone number;
  - IV. Address;
  - V. Specifications of the vehicle.
  - VI. Credit/debit card or UPI information which is required for payment purposes (excluding passwords, PIN, CVVs etc.);

- VII. Billing and transaction details;
- VIII. Employee App | TransportSimple application's location and
- IX. All other information as required by Us for the purpose of the User's use of the Product.

### 3. HOW THE COLLECTED INFORMATION WILL BE USED

3.1. The Information collected by the Company, shall be used for the purposes and in the manner described below:

- i. **Registered user name and password:** The registered user name provided to the User shall be used to access the Product and to personalize all communications that are sent to the User by the Company;
- ii. **E-mail Address:** Your E-mail address will be used for all communication from the Company, to You, in relation to the usage of Product by User;
- iii. **Phone Number:** Phone number will be an alternative method to contact the User for any matter related to the usage of the Product by the User;
- iv. **Address:** Your address will be an alternative method to contact the User for any matter related to the usage of the Product by the User;
- v. **Credit/Debit Card or UPI information:** Credit/Debit Card or UPI information is used for charging the User for any transaction related to the usage of the Product;
- vi. **Billing and Transaction information:** The Company would store the billing and transaction information of the Users for record-keeping, and maintenance of its accounts.
- vii. **Employee App | TransportSimple application's location:** The company would store and share this location with the user to track user's vehicle without the need of any external GPS devices, this also allows us to automate the distance travelled by the vehicle
- viii. In order to improve the quality of our Services provided to You, we may ask You to provide Us with information regarding Your experiences with the usage of our Website, the Product or the Application.
- ix. We may use Your information to send You promotional information pertaining to the Product.
- x. We reserve the right to ask You, at the time of availing subscription for availing the Product or thereafter, for documentary proof of Your identity or other data or postings provided by You with usage of the Product. In the event that You fail to provide Us with this information or documentary proof, We reserve the right to refuse Your access to the Product or to terminate the agreement with the Company immediately and cease to provide any Services to You.

- xi. The User's information collected by the Company is utilized by Us for the analysis and improving User's experience of usage of the Product.
- xii. The Company may store User's Information collected during the term of the User's use of the Product, for such period as it may require.

#### 4. DISCLOSURE OF PERSONAL INFORMATION

- 4.1. All financial information by the Company is used solely to bill for availing the Product by the User, and is not used for marketing or promotional purposes. Towards this end, We disclose such information to a third-party intermediary, for the sole purpose of payment processing, which is used to make payments for availing the Product.
- 4.2. The individual User's Information may be shared by Company with third party intermediaries to the extent necessary for providing and improving the Services provided to the User. Company may share anonymous aggregate information to third parties in the form of metrics, cumulative data etc.
- 4.3. We may also disclose certain information to third parties solely to help diagnose technical problems, to administer the Website, the Product or the Application, and improve the quality of the Services provided by Us.
- 4.4. We reserve the right to disclose any information as required by law and when we believe, at our sole discretion that disclosure is necessary to protect our rights, protect someone from injury and/or to comply with any law, judicial proceeding, court order, or legal process served on the Company.

#### 5. COOKIES

- 5.1. The Website or the Product or the Application uses temporary cookies, which are files that User's web browser puts on their system when the User visit a website, to store certain information that is not sensitive personal information. The information collected through these cookies is used by Us for the technical administration of the Website, the Product or the Application, research and development, and to improve the quality of our Services.
- 5.2. We may use third party cookies to track visitor behaviour and to improve the quality of our Services. However, such cookies will not store any kind of personal information, nor will such information be disclosed to any third party.
- 5.3. These cookies are intended to be automatically cleared or deleted when the User quits the browser application. You are encouraged to use the "clear cookers functionality of Your browser to ensure such clearing/ deletion, since it is impossible for Us to guarantee, predict or provide for the behaviour of Your system.
- 5.4. The information We collect with cookies are not sold, rented, or shared with any third parties, other than for internal development and maintenance of the Website, the Product and the Application.

## 6. THIRD PARTY LINKS

We may provide links to websites for the convenience and information of Users. These websites may not be owned, controlled, or operated by Us. In those cases, We cannot control how information collected by those websites will be used, shared, or secured. If the User visits linked sites, We strongly recommend that the User reviews the privacy notices or policies posted at those sites. We are not responsible for the content linked sites, the User's use of them, or the information practices of their operators.

## 7. SECURITY PROCEDURES

We have implemented industry standard security policies, rules and technical measures, to protect any kind of personal sensitive information that We have under our control from unauthorized access, improper use or disclosure, unauthorized modification and unlawful destruction or accidental loss.

We are very concerned with safeguarding your information. We take reasonable steps to protect the information we collect from you to prevent loss, misuse and unauthorized access, disclosure, alteration, and destruction. Highly confidential personal information such as credit card data is protected with encryption using Secured Socket Layer (SSL) technology during transmission over the Internet. But, remember that no method of transmission over the Internet or method of electronic storage is 100% secure.

Your account information and access to our Service is accessible only through the use of an individual username and password. You should keep your password confidential and do not disclose it to any other person. Please note that we will never ask you to disclose your password in an unsolicited phone call or email. You are responsible for all activities which are conducted using your account or password.

All data in the Service is stored and processed through third party subprocessor Amazon Web Services (AWS), which has its processing in the United States of America and Ireland. You can learn more about AWS' privacy and security processes here: <https://aws.amazon.com/privacy/>

## 8. RETENTION OF INFORMATION

We retain any information that You may have provided to Us, for as long as You have subscribed to our Product and for a reasonable time thereafter.

## 9. CHOICE/OPT-OUT

- 9.1. If the User wishes to opt-out of receiving non-essential (promotional, marketing-related) communications from Us, after setting up an account, they may choose to do so. Further, if a User wishes to remove all their contact information from the Website, the Product or the Application, they can do so by opting out of the Website, the Product or the Application and closing all accounts with the Website, the Product or the Application.
- 9.2. The User information, including the User Information, collected by the Company prior to such Choice/Opt-Out by the User, may be stored, for a period of 5 (five) years from the date of Choice/ Opt-Out.

## 10. TRANSFERENCE OF SERVICES

If Company or its assets are acquired, User information would be one of the assets that is transferred or acquired by a third party.

## 11. GRIEVANCES

If You have any grievances as to the usage of any of Your information or any other privacy concerns, You can contact the Grievance Officer whose details are provided herein under, who will redress any such grievance that You might have within a period of 60 (Sixty) days.

**Name:** Jasdeep Singh

**Mobile:** +91 97898 30621

**E-mail:** [support@transportsimple.com](mailto:support@transportsimple.com)

**Address:** Indersons, B-4/6 Civil Township, Rourkela, Odisha – 769004

## 12. GOVERNING LAW AND JURISDICTION

The Privacy Policy shall be governed by and constructed in accordance with the applicable laws of India without reference to conflict of laws principles. Courts in Rourkela, Odisha, India shall have the exclusive jurisdiction to determine any disputes arising in relation to, or under, this Privacy Policy.

## 13. UPDATES

Company may change and update this Privacy Policy from time to time. Should the User have any questions regarding the content, You may contact the Grievance Officer.