



## PRIVACY POLICY

### Introduction

- BAI Infosolutions Private Limited is committed to protecting your privacy and takes its responsibilities regarding the security of customer information seriously. This policy explains how we use customer information and how we protect your privacy.
- BAI Infosolutions Private Limited may change this policy from time to time by updating this page. You should check this page from time to time to ensure that the changes are acceptable. This policy is effective from 1st April 2015.

### USE OF CUSTOMER INFORMATION

- We require specific information to allow us to process your bookings. BAI Infosolutions Private Limited collects the details provided by you including, name and job title, contact information including email address, demographic information such as postcode, preferences and interests other information relevant to customer surveys and/or offers together with information we learn about you from your use of our service and your visits to our web site and/or our app and other sites accessible from them. We also collect information about the transactions you undertake, including details of payment cards used.
- We may collect additional information in connection with your participation in any promotions or competitions offered by us and information you provide when giving us feedback.
- We will use your information to provide and personalise our service. We will also use your contact details to communicate with you. We may use your information to send you offers, and news about BAI Infosolutions Private Limited products and services or those of other carefully selected companies that we think may be of interest to you. We may contact you by post, email, telephone (including SMS), or fax for these purposes. Your confirmation emails (which may include details of taxi bookings or other services booked through our websites) may consist of marketing material, which we may feel will be of interest to you from other third parties.
- Your data may be used for the following purposes: accounting, billing and audit, credit or other payment card verification and screening, safety, security, health, administrative and legal purposes, statistical and marketing analysis, systems testing, maintenance and development, customer surveys, customer relations and to help us in any future dealings with you, for example by identifying your requirements and preferences.
- Information is also gathered without you actively providing it through the use of various technologies and methods such as Internet Protocol (IP) addresses and cookies. These methods do not collect or store personal information.
- An IP address is a number assigned to your computer by your Internet Service Provider (ISP), so you can access the internet. It is generally considered to be non-personally identifiable information because, in most cases, an IP address can only be traced back to your ISP or the large company or organisation that provides your internet access (such as your employer if you are at work).
- We use your IP address to diagnose problems with our server, report aggregate information, and determine the fastest route for your computer to use in connecting to our site and to administer and improve the website.

- We like to receive feedback from our customers to help us improve our service for which we may contact you by post, email, telephone, or fax to ask your opinions.
- Please note there may be instances where we may need to communicate with you for administrative or operational reasons relating, for example, to advise you of alterations to taxis booked.
- We may also use and analyze the information that we collect so that we can administer, support, improve, and develop our business.
- The information that you provide to us will be held in our systems, which are located on our premises or those of an appointed third party. We may also allow access to your information by other third parties who act for us for the purposes set out in this policy or for other purposes approved by you. It is possible that your data may be processed outside of Europe.

#### **DATA COLLECTED USING APPS**

- **Location Data:** Data is captured to provide location suggestions based on device's current location and to provide users with location tracking in case of emergency.
- **Contact Number:** To send a message containing the real-time Location tracking link.
- **Device Google Account Info:** We request user's Google account info to add his upcoming booking information as a reminder in calendar.

#### **SITE TRACKING**

- We use tracking software to monitor customer traffic patterns and site usage to help us develop the site's design and layout to meet the needs of visitors to CoTrav better. This software does not enable us to capture any personally identifying information.

#### **SECURITY TO PROTECT YOUR INFORMATION AND DATA RETENTION**

- When you book a taxi or enter personally identifying information, your details are transmitted across the internet securely using high-grade encryption (128 bit).
- We follow strict security procedures in the storage and disclosure of the information you have given us to prevent unauthorized access. Our security procedures mean that we may request proof of identity before we can disclose sensitive information to you.
- We will retain your information for a reasonable period or as long as the law requires.

#### **COOKIES**

- Cookies are small pieces of information that are stored by your browser on your computer's hard drive. They enable BAI Infosolutions Private Limited to provide features such as remembering aspects of your last taxi search to make subsequent searches faster. Cookies can be deleted from your hard drive if you wish. Most web browsers automatically accept cookies, but you can change your browser settings to prevent that. Even without a cookie, you can use most of the features on the web site. Our cookies do not contain any personally identifying information.
- Cookies are also used in email messages you have agreed to receive and at our website to help us measure the effectiveness of our advertising and how visitors use our site.
- If you visit cotrav.co as a result of clicking on a link, we can understand how you interact with the pages of our website through the combination of the cookies and pixels set on our website's pages. This enables us to understand what interested you in our emails and what did not, and what interests you about our website and what does not. We can then try to send you more interesting information in the future. Please note that this information is for our use only – we do not disclose or share this information with any third parties. If you do not wish this to happen, you can change the cookie settings in your browser.

#### **USE OF PIXELS**

- To understand how our customers interact with the emails and the content we send, we use pixels in the email to understand who has opened the message. To provide our content in the

most exciting way, we may also use pixels to learn whether you can receive emails in text or HTML form.

#### **OTHER WEBSITES**

- Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over the other website. Therefore, we cannot be responsible for the protection and privacy of any information you provide while visiting such sites. This privacy statement does not govern such sites. You should exercise caution and look at the privacy statement applicable to the website in question.
- We will not sell, distribute, or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

#### **INFORMATION**

- If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect

#### **DISCLOSURE**

We do not disclose any information you provide via the cotrav.co and/or the app to any third parties except:

- As part of our booking process and to provide our services, information may be passed to a Co-Traveler (if you are a Car Owner) or to a Car Owner (if you are a Co-Traveler).
- If we are under a duty to disclose or share your personal data to comply with any legal obligation (for example, if required to do so by a court order or for prevention of fraud or other crime or upon requisition made by government agencies);
- To enforce any terms of use that apply to any of the cotrav.co, or to enforce any other terms and conditions or agreements for our Services that may apply;
- We may share information with our international partner websites where you have made a booking through cotrav.co with a user of our partner websites or where you have used cotrav.co to interact with a third party;
- We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganization, but we will take steps with the aim of ensuring that your privacy rights continue to be protected;
- To protect the rights, property, or safety of BAI Infosolutions Private Limited, cotrav's users, or any other third parties. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.
- From time to time, we make specific third party offers available through our site. If you choose to accept such an offer, we will disclose your contact and billing information to the third party who made the offer available to you.

#### **YOUR ACCOUNT**

- In using the cotrav.co, you consent to the collection and use of this information by BAI Infosolutions Private Limited in the ways described above.

#### **QUERY**

- If you have any further questions about our Privacy Policy or its implementation, please contact our customer services department. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and in what circumstances we disclose it.

