

Effective Date: 1st June, 2025

Last Updated: 25 June, 2025

At Goa Wheels, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and safeguard your data.

## 1. Information We Collect

We collect the following types of personal and operational information:

- ❖ Personal Identification: Name, phone number, email address, and postal address.
- ❖ Government ID Proofs: Driving License, Aadhaar Card, Passport, or Voter ID for verification.
- ❖ Booking Details: Pickup/drop-off locations, rental dates, vehicle type, and duration.
- ❖ Payment Data: Information necessary for processing payments (no card details are stored).
- ❖ Usage & Location Data: Limited usage data and location access for operational efficiency (with user consent).

## 2. How We Use Your Information

Your data may be used for the following purposes:

- ❖ To process bookings and manage your rental experience
- ❖ To verify your identity and eligibility
- ❖ To provide updates and customer support
- ❖ To improve our services and personalize user experience
- ❖ To comply with legal and regulatory obligations

## 3. Sharing of Information

We do not sell, rent, or trade your data. We may share information with:

- ❖ Authorized employees and operational partners for service fulfillment
- ❖ Government authorities, if legally required
- ❖ Insurance providers or recovery services in case of vehicle damage or legal issues
- ❖ All third parties are required to maintain strict confidentiality.

## **4. Data Security**

We take extensive steps to keep your data safe, including:

- ❖ Secure servers and encrypted communication
- ❖ Limited access to sensitive data
- ❖ Routine audits and security updates

## **5. Data Retention**

We retain your information:

- ❖ Only as long as required for bookings, operational processes, or legal obligations
- ❖ Once the retention period expires, your data is securely deleted or anonymized

## **6. Your Rights**

You have the right to:

- ❖ Access the data we hold about you
- ❖ Request correction or deletion
- ❖ Withdraw consent for non-essential data processing
- ❖ Opt out of marketing communications at any time
- ❖ To exercise these rights, contact us via the details below.

## 7. Cookies & Tracking

Our website may use cookies to enhance usability and understand visitor behavior. You may disable cookies through your browser settings, though this may affect certain website functionalities.

## 8. Contact Us

For any privacy-related concerns or data requests, please contact:

Goa Wheels



Phone: +91 89616 37988



Bengal Cold Storage, Baidyabati, West Bengal – 712222



Email: [hello-design@focx.org](mailto:hello-design@focx.org)

## 9. Changes to This Policy

We reserve the right to update this Privacy Policy periodically. Any updates will be posted on this page with the revised "Last Updated" date.