

# Privacy Policy (Customer)

This Privacy Policy [hereinafter POLICY] governs various ways by which [www.lerrocabs.com](http://www.lerrocabs.com) [Lerro Cabs Private Limited] collects, maintains, discloses and uses different information from “Customer” or “Rider” accessing [www.lerrocabs.com](http://www.lerrocabs.com) website and/or Lerro Cabs mobile application.

This POLICY applies to all services offered by Lerro Cabs Private Limited available through [www.lerrocabs.com](http://www.lerrocabs.com) or Lerro Cabs mobile application. We strive to protect your personal information and provide due information regarding the usage of gathered data and information.

We encourage you to review this POLICY in its entirety and keep yourself familiarised with the methods or protocol we follow concerning the various information you provided while entering into a transaction with us.

## 1. DEFINITIONS

**1.1 Driver/Partner** - The persons driving the cab for a ride will be termed both as driver and partner.

**1.2 Operator** - The persons registering his/her fleet of vehicles for providing ride services will be termed as an operator.

**1.3 Customer/Rider** - The persons availing the ride services offered by Lerro Cabs will be termed both as customer and rider.

**1.4 Lerro Driver’s Hub** - Various outlets where drivers or partners have to submit the necessary documents physically to be verified by designated personnel will be termed as Lerro Driver’s Hub (LDH).

**1.5 Lerro Lite** - Lerro Lite is the cab service offered with a seating capacity of a maximum of 4 persons.

**1.6 Lerro Plus** - Lerro Cabs is the cab service offered with a seating capacity of a maximum of 7 persons.

**1.7 Lerro Share** - Lerro Share is the cab service offered where customer can book maximum 2 seats out of total 3 seats.

**1.8 Lerro Kick** - Lerro Kick is a bike taxi service offered with a seating capacity of 1 person.

**1.9 Lerro Auto** - Lerro Auto is an auto rickshaw service offered with a seating capacity of 3 persons.

**1.10 Service/Services** - Service or services offered by Lerro Cabs include rides that are within the city (In-City Rides) rides from one city to another (Inter-City Rides), and rides based on hourly-packages (Rentals).

## 2. COLLECTED INFORMATION

### 2.1 Personal Identification Information

Your personal identification information may be collected in a host of different ways such as while visiting or registering on our site/app, placing of the order, filling out the form, subscribing to our newsletter, responding to survey or availing other resources that may be available on our app.

However, the collection of your personal identification information is only undertaken when the same has been submitted voluntarily. Users have the option of refusing to submit such information. Please note that in certain such instances, the user may be prevented from availing or engaging in some activities as hosted in our site. This information may include –

- Name
- Email address
- Phone number
- Login name and password
- Photo
- Date of Birth
- Mailing address
- Credit card information
- Job title
- Billing and Payment information
- Transaction details

## **2.2 Non-Personal Identification Information**

In the instances that you interact with our site, we may aggregate non-personal identification information which can include –

- the device that is being used
- name of the browser
- any technical information related to the manner of connection to our app or site
- Internet service provider and operating system
- Selected preferences and settings
- Geolocation
- The route travelled in the trip
- Pages accessed in the website
- Duration and time of visits to our site
- Date and time of calls and messages
- Message content

Please note, if you call our Lerro agents for cab service, they will book a ride for you, and content of the call may be recorded for posterity.

## **2.3 Information from Third Parties or Other Sources**

Lerro Cabs may also procure information from third parties. When a customer logs into the account from social media such as Facebook or a Gmail email account, we may be collecting the data. If you have registered your business enterprise or corporate account with us, we may collect information about your employer or employees, as the case may be.

However, we urge you to note that we do not control the information that is procured from third parties.

## **2.4 Web Browser Cookies**

Our site may use cookies to enhance user experience. Cookies are mainly a small file that seeks permission from the user before being placed on the hard drive of your device. The file is added only when the user agrees.

Cookies enable the web applications to provide the due response by considering the user as an individual. Our automatic data collection technologies help to keep track of online preferences and settings of users. It automatically enhances your experience while accessing the services that we extend.

We analyse the website trend and traffic, collect information about the network and device of a user, and the use of our services are taken into consideration. Your browser will store the small text files that would authenticate or recognise repeat users. The usage behaviour and aggregate data are compiled and used to track usage behaviour.

The pages in the site that are used will be identified with traffic log cookies. The data gathered on the webpage traffic allows for tailoring it to meet the needs of customers. Such information will only be used for statistical purposes, and subsequently, it will be removed from the system. Please note, cookies can only use such data that you share with us, and in no way gains access to your device or any of your information.

The customer has the choice of either accepting or rejecting the cookies. You have the option of setting the web browser accordingly for refusing cookies or be given due alert when those are being sent. However, you may experience lower than optimal performance of the services over the site, if the cookie is declined to be accepted. Specific parts of the website may not function properly, and you may be prevented from making full use of the website.

### **3. USAGE OF COLLECTED INFORMATION**

#### **3.1 Providing and Improving Service**

Lerro Cabs utilises the collected information for sending you updates, responding to the requests made and engage in other forms of communication. It is largely used to improve the services at our end, facilitation of process transactions, complying with regulatory mandates and adhering to various regulatory requirements.

Our terms and conditions can be enforced based on the information collected from you. The services that we provide requires perusal of your information. For instance, when you book your ride, your name, description and other necessary details are passed on to the driver/partner for determining your geolocation and identification purpose.

#### **3.2 Communication**

You may receive text messages, emails, phone calls or any other form of communication from Lerro Cabs in connection to providing our services, responding to the queries that have been lodged through our official contact number and mobile apps.

It will also be utilised to facilitate your communication with the driver for pick-up time, geographical location, destination etc. For customers who had registered corporate business accounts with us, will receive communication from us at intervals. We may send text messages, emails and phone calls about the status of their registered account.

We will send you any such communication that we feel is in your best interest that may include information about our services, promotion and event.

Periodic emails may be sent for reminding users to update their information. However, customers will have the option of unsubscribing from our mailing list and stop receiving any promotional or other sundry communication. The link to unsubscribe would be provided at the end of the email.

### **3.3 Internal Purposes**

The information collected can be utilised for internal purposes of the company. For instance, to assess the online traffic to our website or managing website content among others

Such purpose may also include providing aggregate statistics about the website traffic pattern, visitors and usage of the website to third party entity. Information so provided can be subjected to analysis by third party entities to determine user interest, usage of different pages. The parties may be mandated to establish graphical, functional or informational frames to be perused by advertisers.

Lerro Cabs will only provide the aggregated data from its database or work log to third party entities for the improvement of content, ease in website navigation or usage, and general improvement of services.

### **3.4 Platform permission**

Mobile platforms like Android and iOS that our mobile app will access can only be undertaken with your explicit content. When you are trying to use our app for the first time, you will be duly alerted for consent in accessing data. In the case of Android devices, any subsequent use will be considered as consent by the user.

### **3.5 Testimonials and Feedback**

Any testimonial or feedback that you provide may be published on our site with the objective of further improvement in our services. We retain the right to publish any such data over our site without any prior consent from the concerned user.

Moreover, we may use such testimonials in our marketing endeavours. However, no personally identifiable information can be used in any case without explicit consent from your end.

## **4. PRIVACY FOR DIFFERENT TYPES OF CABS**

### **4.1 For Lerro Lite, Plus, and Share**

The information collected from you will be communicated to the driver on a need-to-know basis, and it will mostly comprise of non-personal identifiable information. Under no circumstances, can the driver ask for any information from you. This is applicable for Lerro Lite, Lerro Plus, and Lerro Share.

While availing the services of Lerro Share, your information will not be divulged to your co-passenger(s) and vice versa. In case of any breach, you are advised to reach out to our customer support, and with due diligence, punitive actions may be undertaken.

### **4.2 For Lerro Kick**

Non-personal identifiable information and only other essential details will be provided to the driver. Geolocation, destination and route chart will be communicated to the driver. The rider is not obligated to communicate the mode of payment to the driver before initiating the ride.

#### **4.3 For Lerro Auto**

Customers do not have to share additional information to the driver apart from the information that has already been made available by the service provider.

### **5. SHARING COLLECTED INFORMATION WITH THIRD PARTIES**

#### **5.1 Advertising**

Website of Lerro Cabs may contain ad links delivered by advertising partners. The advertising partners may set cookies for recognising your device to send the targeted online advertisement. They may be able to compile non-personal identification data of the customer. This POLICY does not cover the cookies set by advertising partners.

#### **5.2 Google AdSense**

The website may also contain Google Ads, which include the usage of DART cookie that takes into account visits of the customer to different sites all over the internet. Please note, your personal identifiable information will not be tracked by DART. You have the scope of opting out from such cookies by visiting content network privacy policy at <https://policies.google.com/technologies/ads>.

#### **5.3 Third-Party Websites or Apps**

Lerro Cabs may post links of third-party vendors on its mobile app and website as well as allowing them to advertise its products or services. Customers may click on the link and purchase the product or service offered by them. However, when you are leaving our app or website for the third party's site, this POLICY will no longer be applicable.

Subsequent access, collection, usage and disclosure of data of the customer will be governed by the relevant terms and conditions of the concerned third-party vendor. The privacy policy of the third-party vendor and Lerro Cabs may be substantially dissimilar.

Lerro Cabs will cease to be responsible in the collection, usage and storage of your information in the event of any breach of security or privacy by such third-party vendor. Hence, it is advisable to exercise due caution and examine the privacy policy of the website.

### **6. ACCESS TO INFORMATION**

If you want to make additions and/or deletions or review your personal or account information, please request access duly. Please note, we may have to hold on to certain information either for legitimate business purpose or as mandated by law.

Such information may be retained on account of the collection of outstanding debt on your account (if any), any fraudulent activity evidence, following up on any contravention of our Terms of Use, and protection of our rights and that of others.

## **7. SECURITY MEASURES**

We remain committed to upholding the security of your account and information. Lerro Cabs adhere to acceptable practices of ensuring the security of collected information. Due safeguards are in place for protecting user information against misuse, loss, unauthorised access and any other alterations among others while such data is still in our control or possession.

In instances of information transmitted across the internet, standard security encryption is in place for preventing interception of information. Our security measures are activated right since the initiation of your account. You are required to create a password in order to access our services through your account. Please note, in no case, will Lerro Cab seek to know your password through any mode of unsolicited communication.

It is in your best interest that you keep a few pointers in mind while creating your password. Create passwords with the specified number of characters in length. Make it a combination of capital letters and lower cases as well as symbols and numbers. It is advisable to change your passwords periodically and never reveal it to any third party.

However, no security measure can be 100% foolproof. Lerro Cabs uses commercially reasonable safeguards for the protection of your information. Personal identifiable information should not be communicated over email or phone. Moreover, check the URL of our website for the security certificate that has been issued to us. In case of any discrepancy, or problems that you may be facing, reach out to our customer service at [customer@lerrocabs.com](mailto:customer@lerrocabs.com) If you detect any suspicious email that may be using the trademark of Lerro Cabs, immediately forward it to us at [security@lerrocabs.com](mailto:security@lerrocabs.com) or call our corporate office at 7763800808. You may send your correspondences to 48B Ram Krishna Path, Boring Road, North Sri Krishna Puri, Patna – 800013.

Feel free to contact us at 8538910888/ 8538920888/ 8538946888, should you have some query regarding our privacy policy or about the use of your personal identification information.

## **8. INFORMATION COLLECTED BY DRIVERS**

This POLICY is applicable only with respect to the information collected over the website or app of Lerro Cabs. Any information of the customer procured by a driver while the commencement of the ride or in the course of availing the services extended by Lerro Cabs, the company will not be liable. In other words, the liability of Lerro Cabs will extend to the information collected, stored and provided by it.

## **9. MODIFICATION OF INFORMATION AND ACCOUNT CANCELLATION**

Customers are encouraged to keep their information updated which will facilitate smooth service. If there are material changes in your information provided previously, please ensure the amendments or resultant inaccuracies are brought to our notice. It may make the due changes either through our app or website or contact us through our official website.

Moreover, should you decide to discontinue our services, you can deactivate your account with due intimation.

- Information related to communication can be modified through our app or by sending an email to our office address
- There should be no discrepancy in the course of modification of information. In case of material inconsistencies, Lerro Cabs retain the right to terminate customer access to account
- Request for cancellation of account should be made through official email address which should also indicate personal identifiable information of the customer
- Even after cancellation, Lerro Cabs may need to retain all the necessary information in order to adhere to the relevant regulatory and legal obligations

## **10. ALTERATIONS TO PRIVACY POLICY**

Lerro Cabs retains the right to update, modify or alter the terms under this privacy policy at any point of time. Users are encouraged to check this page at intervals to stay informed. In the event of changes in our privacy policy, you will be notified by way of email about the relevant information in connection to the services that we provide.

All your uses after such intimation of information will be considered to be acceptance and agreement of the due changes. Your continued usage of this site will be held to be a due agreement to the privacy policy as well as terms of our services.

## **11. GRIEVANCE REDRESSAL**

Pursuant to the provisions of the Information Technology Act, 2000, you may contact at [support@lerrocabs.com](mailto:support@lerrocabs.com) to reach out to the designated personnel for grievance redressal. You may bring to his/her notice any grievance that you may have in connection to this POLICY or the information and data collected from you.