

# Privacy Policy (Driver)

This Privacy Policy (hereinafter POLICY) is in the ownership of Lerro Cabs Private Limited, and to that effect, the latter retains copyright over it. It collects, stores, uses and maintains the information provided by "Operator", "Driver", and "Partner" through [www.lerrocabs.com](http://www.lerrocabs.com) and/or Lerro Partner application.

We strive to maintain the highest standard in terms of maintaining the privacy of "Operator", "Driver", and "Partner" information, and to that effect, we encourage you to go through this POLICY in its entirety. "We", "Us", and "Our" will necessarily include Lerro Cabs.

All the information and data referred to in this POLICY are submitted by "Operator", "Driver", and "Partner" voluntarily. Either the operator has listed the fleet of vehicles in our site, or the driver/partner has registered the account for providing direct services.

By perusing this POLICY, it is implied that you have duly agreed with it and bound by the specific terms mentioned hereunder.

## 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 autorickshaw 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

This information collected from drivers/partners are for the purpose of identification and include the following:

- Email
- Name
- Mobile number
- Address
- Aadhar card number
- PAN Card number
- Driving License number
- Bank account details
- Photo of driver/partner
- Login name and password

The information is collected only when submitted voluntarily by driver/partner. You may choose not to provide the information even when indicated to be mandatory. However, you would be prevented from using such part of the site, or feature, or service.

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

The non-personal identification information of driver/partner of Lerro Cabs includes the following:

- Vehicle registration details
- Vehicle insurance details
- Vehicle permit details
- Vehicle pollution details
- Visits to the website
- Messages (both sent and received)
- Device ID and location
- Network connections
- Location data
- Web logs and other forms of communication data
- IP address of the server, operating system, and the referring source
- Duration of stay in Lerro Cab's website as well as date and time of access
- Transactions conducted with Lerro Cabs or third party vendors through the website
- Any other information related to the interaction of the website

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

Information may be procured from third parties by Lerro Cabs on driver/partner. When a driver/partner accesses their account from social media such as Facebook or a Gmail email account, we may be collecting the data. However, we do not retain control over the information that is collected from third parties.

Similarly, some third-party servers may be hosted on our site for collection of driver/partners' activity by way of web analytics, web beacons or cookies. Such information is maintained separately as opposed to your collected personal information. It will have no connection with the identification of your account.

Web analytics are mainly the services provided by third parties with respect to a website, and Lerro Cabs may peruse such services to identify issues related to usability, which in turn, would facilitate user experience. Such service will not use any information which has been voluntarily provided by the driver/partner. Web analytics will neither be used to track user browsing habits or for the identification of driver/partner account.

Web beacons are primarily graphic image files which can be found embedded within a web page which provides information collected from the browser of the user. It will help Lerro Cab to monitor and determine the number of users accessing its website. Such data will enable the selection of advertisers and sponsors.

## **2.4 Web Browser Cookies**

Website of Lerro Cab may use cookies for facilitating the experience of driver/partner while accessing the site.

Cookies are mainly a small file that seeks permission from the user before being placed on the hard drive of your device. The addition of cookies only takes place with due consent from the user. When those are embedded, users will be recognised as specific individuals. The automated data collection technologies will monitor the settings and online preferences of driver/partner, which in turn, will your experience while accessing the site.

The web cookies will help Lerro Cabs to 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 queries and requirements of driver/partner. 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.

A driver/partner retains full right to either accept or reject the web cookies. You may set 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 Improvement of Service**

Lerro Cabs utilises the collected information for facilitating the usage of the site by driver/partner and enable you to provide transport services to customers/riders. We may send you updates, responding to the requests made and engage in other forms of communication to respond to enquiries and fulfil your requests. 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, your personal information will be used for background verification that may include police verification and court record verification.

Lerro Cabs may share information with third-party entities for the facilitation of certain value-added services to driver/partner. Your personal information may also be shared for undertaking market research, determining and customising service offerings, initiating feedback mechanism and improvement in overall services.

### **3.2 Internal Purposes**

The information collected can be utilised for internal purposes of Lerro Cabs. For instance, to assess the online traffic to our website or managing website content, among others. It would help in conducting internal reviews and also data analysis.

It may also include arriving at 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. Moreover, the aggregate data may be handed over to statutory bodies, regulatory bodies, governmental agencies or to a judicial body for scrutiny.

The information can be utilised by Lerro Cabs for identification or detection and protection against fraud, error or other criminal activity along with enforcement of its terms and conditions.

The identification and usage of the IP address of driver/partner will help in the diagnosis of the various problems in the server and administration of the website. The aggregate data will also help in complying with regulations relating to financial services as well as retention of financial transaction and information. Such information will also enable the improvement of internal customer training in Lerro Cabs.

### **3.3 Communication**

Driver/Partner may receive phone calls and text messages, and emails in the registered phone number and email address, respectively. You may also be the recipient of system-generated transactional emails which may include notification of password changes, notification of transfer of payments and confirmation among others. Lerro Cabs will also respond to queries that have been lodged through official contact number and mobile application

It will also be utilised for communication purpose between driver/partner and customer/rider with respect to location, pick-up time, destination etc. For operators who have registered their business accounts with us, will receive communication from us at intervals. We may send text messages, emails and phone calls about transactions as well as various updates.

Periodic emails may be sent by Lerro Cabs to remind driver/partner to update their information or changes made in this POLICY. Lerro Cabs may send you any such communication that we feel is in your best interest that may include information about our services, promotion and event. However, driver/partner will have the option of unsubscribing from the mailing list and restrict promotional or other sundry emails and messages from our end. You can find the link to unsubscribe mentioned at the end of the email.

By the perusing this POLICY, you are expressly consenting to receive communications from Lerro Cabs on your registered contact number and email id. You duly agree that communication for our end will not be considered to be unsolicited communication, spam, or in contravention to your registration on the 'Do Not Call' registry.

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

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

The customers/riders of Lerro Lite, Lerro Plus, and Lerro Share will only be provided with driver/partner name, phone number and photo, for identification. Under no circumstances, driver/partner is obligated to divulge any more information than the stipulated ones.

### **4.2 For Lerro Kick**

The customer/rider of Lerro Kick will only be provided with driver/partner name, phone number and photo, for identification, along with geolocation. Driver/partner is under no obligation to answer any further enquiry, for instance, route of his/her subsequent trip.

### **4.3 For Lerro Auto**

The customers/riders of Lerro Auto will only be provided with driver/partner name, phone number and photo, for identification, along with geolocation. Driver/partner is under no obligation to answer any further enquiry, for instance, details about co-passengers and their destination.

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

Lerro Cabs may post links of third-party vendors on its mobile application and website as well as allowing them to advertise its products or services. Such links will be provided for the convenience of the driver/partner. However, it will be in no way indicative of the association of those sites with Lerro Cabs. Driver/Partner may click on the link and avail the services offered by them.

Please note, when you are leaving our mobile application or website for the third party's site, this POLICY will no longer be applicable. Those sites will have their own privacy policies and terms of use, and Lerro Cabs do not guarantee the reliability, content, security or trustworthiness of those sites. Subsequent access, collection, usage and disclosure of data of driver/partner will be governed by the relevant terms and conditions of the concerned third-party vendor.

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. It is possible that there may be specific features on our site which could be hosted by third parties. Interaction of driver/partner with those features will be covered by the policy of such third-party vendors. Lerro Cabs will not be held liable for any resultant damage, loss, expense or claim from the interaction of third party sites and features.

## **6. DISCLOSURE OF INFORMATION**

Pursuant to the terms of this POLICY, driver/partner consents to the collection, storage, use, transfer and disclosure of the provided information. Lerro Cabs may disclose such information to affiliates, consultants, agent, business partners, subsidiaries, associates, and investors, among others. The sharing of information will be pursuant to the law of the land as well as contractual terms.

Moreover, your information may also be disclosed to statutory bodies, law enforcement agencies, regulatory bodies or court of law if we are mandated by law to do so. It can also be used in aggregate form for determining site usage, framing marketing strategies and developing business plan among etc. However, in such cases, individual users will not be identified separately.

## **7. RETENTION OF DATA**

Even with the termination of services, and the blocking of driver/partner account, the collected information will remain in Lerro Cabs. Please note, we will neither sell your information to third party entities nor disclose your security or personal detail through email or another form of communication. If you receive any message, email, phone call or any other forms of communication requesting to share your financial/security/personal information, please be alert to not to respond to such requests. It is advised that you delete such requests immediately.

Please remain aware about “Phishing” attempts wherein your personal details and financial account details may be stolen by way of fake emails. Such fake emails may lead driver/partner to counterfeit websites where sensitive financial and personal details may be tricked out. Lerro Cabs will not be liable for any damage or loss caused to driver/partner in such instances.

## **8. SECURITY MEASURES**

Lerro Cabs strives to maintain the security, integrity and privacy of the information or data provided by you. We have put in place standard encryption software to protect your information against unauthorised access, modification or disclosure. To ensure the stringency of security measures, Lerro Cabs retain the right to undertake a security review for the verification of driver/partner identity. We may block your account in the event of lack of response from your end with respect to due response on security request.

Lerro Cabs will not be held liable in the instances of a security breach where third party entities may get hold of personal information provided you or for the authenticity of the information provided to us by driver/partner or operator.

For any loss, damage or misuse of your information resulting from a Force Majeure incident, Lerro Cabs will not be held liable. A Force Majeure incident or event includes any such instances which are beyond reasonable human control, which may involve, flood, fire, explosion, strike, industrial action, riot, Act of God, war, acts of government etc., breach of encryption and crash etc.

It is advised that you keep a few essentials in mind while creating your password, for accessing your account. 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 better to change your passwords periodically and never reveal it to any third party. Please note, in no case, will Lerro Cab seek to know your password through any mode of unsolicited communication.

Your personal 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 [security@lerrocabs.com](mailto:security@lerrocabs.com) or [support@lerrocabs.com](mailto:support@lerrocabs.com). You may also call our corporate office at 7763800808.

Feel free to write to us at [driver@lerrocabs.com](mailto:driver@lerrocabs.com) or call our helpline numbers – 8538910888, 8538920888, 8538946888.

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

Drivers are advised to ensure that the information that they have provided to Lerro Cabs are up to date, which will help in proper collaboration. In case of major changes to your submitted information or data takes place, Lerro Cabs should be intimated duly.

Modification of information can be undertaken by sending an email to the designated address or through the mobile application as well. You are advised to ensure that no inconsistencies or discrepancies take place while updating your information. In such instance, Lerro Cabs may take necessary steps to terminate your access to your account.

If you seek to deactivate your account with us, you can communicate the same through the official email address, and the correspondence should necessarily contain your personal identifiable information. Please note, even after cancellation of your account, Lerro Cabs will store the information of data provided by you in order to meet the relevant legal and regulatory obligations. It is only that the account of the driver will be blocked, but the data will remain secured with us.

You can reach out to [driver@lerrocabs.com](mailto:driver@lerrocabs.com) or [support@lerrocabs.com](mailto:support@lerrocabs.com) for any of the above-mentioned purpose. Alternatively, you can also contact us through our helpline numbers – 8538910888/8538920888/8538946888.

You may send your correspondences to 48 B Ram Krishna Path, Boring Road, North Sri Krishna Puri, Patna, Bihar Pincode: 800013. Drivers may also contact us at our corporate office number – 7763800808.

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

Lerro Cabs retains the right to modify, add/remove material clauses under this POLICY without any prior intimation to the driver. It may subsequently provide notification as to the changes made in the POLICY. Any such alterations would be considered to have been put into effect as and when posted on this website.

Please note, any amendment to this POLICY would be effective immediately, and all the concerned parties will be bound by such revised terms. It is advisable to check for amendments or revision in this POLICY from time to time. Your continued access of the website or mobile application will be considered as due acceptance of the revised terms.

In the instance of disagreement with the amendments/revision of the terms under this POLICY, you are to refrain from further accessing the site or the mobile application.

## **11. GRIEVANCE REDRESSAL**

You are encouraged to communicate to us any issue or problem that you may be facing or any complaints or grievance in connection to the website or its content, mobile application or its content, or terms under this POLICY. You may reach out to us at [driver@lerrocabs.com](mailto:driver@lerrocabs.com) (for driver-specific information) or [support@lerrocabs.com](mailto:support@lerrocabs.com) (for general grievance) as mentioned in this website.

## **12. DISPUTE RESOLUTION AND GOVERNING LAW**

This POLICY is governed by and interpreted according to relevant Indian law. Any dispute that arises with respect to the above-mentioned terms will be adjudicated solely in a competent court in Patna, India or settled by way means of alternative dispute resolution.