

Data Protection & Privacy Policy

Urbanfleets Mobility Solutions. (“Urbanfleets”, “we”, “our”, or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and safeguard the information you share with us through our website and related services.

1. Introduction

This Privacy Policy is published in compliance with the Information Technology Act, 2000, and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011. By using our website or services, you consent to the collection and use of information in accordance with this policy.

2. Information We Collect

We may collect the following types of information:

- Personal Information: Includes your name, contact details, email address, postal address, and any other information voluntarily provided while using our services or submitting a query.
- Non-Personal Information: Includes browser type, device information, IP address, and website usage patterns collected automatically to enhance user experience.

3. Use of Information

We use the collected information to:

- Provide and improve our mobility and transportation services.
- Process bookings, inquiries, and customer support requests.
- Communicate updates, offers, or operational information (with your consent).
- Comply with legal obligations and safeguard Urbanfleets’ legitimate business interests.

4. Information Sharing and Disclosure

Urbanfleets does not sell or rent your personal data. Information may be shared only:

- With trusted service providers or business partners assisting us in service delivery (bound by confidentiality obligations).
- When required by law, regulation, or government authority.
- To protect the safety, rights, or property of Urbanfleets, our users, or the public.

5. Data Security

We employ advanced security measures and industry-standard encryption to protect your personal data against unauthorized access, alteration, or disclosure. However, please note that no method of online transmission or storage is entirely secure. Users share information at their own discretion.

6. Data Retention

We retain personal data only for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Once data is no longer needed, it is securely deleted or anonymized.

7. Your Rights

You have the right to:

- Access and review your personal data.
- Request corrections to inaccurate information.
- Withdraw consent or request deletion of your data (subject to legal or contractual limitations).
- Object to certain processing activities.

Requests can be submitted via the contact details provided below.

8. Cookies

Our website may use cookies to enhance user experience, track usage patterns, and deliver personalized content. You can manage or disable cookies through your browser settings. Please note, some features may not function optimally without cookies enabled.

9. Third-Party Links

Our website may include links to third-party websites (such as social media or partner sites). Urbanfleets is not responsible for the privacy practices or content of those sites. We recommend reviewing their privacy policies before sharing any personal data.

10. Policy Updates

Urbanfleets reserves the right to update this Privacy Policy from time to time. Revised policies will be posted on our website with an updated "Effective Date." Continued use of our website constitutes acceptance of any changes.

11. Grievance Officer

For questions, concerns, or grievances regarding this Privacy Policy or our data handling practices, please contact below.

Grievance Officer: Sanjeev Kumar

Email: grievance@urbanfleets.com

Address: Urbanfleets Mobility Solutions., Dinnur Main Rd, GK Nagar, Kadugodi, Bengaluru, Karnataka 560067

12. Jurisdiction

Any disputes arising under this Privacy Policy shall be subject to the exclusive jurisdiction of the courts in Bangalore, India.