



## Legal

### Trukker Privacy Policy

Effective from 12 August 2016

### Scope and Application

This Privacy Statement ("Statement") applies to persons anywhere in the world who use our apps or Services to request transportation, delivery, or other on-demand services ("Users"). This Statement does not apply to information we collect from or about drivers, couriers, partner transportation companies, or any other persons who use the Trukker platform under license (collectively "Drivers"). If you interact with the Services as both a User and a Driver, the respective privacy statements apply to your different interactions.

Trukker collects information about you when you use our mobile applications, websites, and other online products and services (collectively, the "Services") and through other interactions and communications you have with us.

### Collection of Information

#### Information You Provide to Trukker

We collect information you provide directly to us, such as when you create or modify your account, request on-demand services, contact customer support, or otherwise communicate with us. This information may include: name, email, phone number, postal address, profile picture, payment method, items requested (for delivery services), delivery notes, and other information you choose to provide.

#### Information Trukker Collects Through Your Use of Our Services

When you use our Services, we collect information about you in the following general categories:

- **Location Information:** When you use the Services for transportation or delivery, we collect precise location data about the trip from the Trukker app used by the Driver. If you permit the Trukker app to access location services through the permission system used by your mobile operating system ("platform"), we may also collect the precise location of your device when the app is running in the foreground or background. We may also derive your approximate location from your IP address.
- **Contacts Information:** If you permit the Trukker app to access the address book on your device through the permission system used by your mobile platform, we may access and store names and contact information from your address book to facilitate social interactions through our Services and for other purposes described in this Statement or at the time of consent or collection.
- **Transaction Information:** We collect transaction details related to your use of our Services, including the type of service requested, date and time the service was provided, amount charged, distance traveled, and other related transaction details. Additionally, if someone uses your promo code, we may associate your name with that person.
- **Device Information:** We may collect information about your mobile device, including, for example, the hardware model, operating system and version, software and file names and versions, preferred language, unique device identifier, advertising identifiers, serial number, device motion information, and mobile network information.
- **Log Information:** When you interact with the Services, we collect server logs, which may include information like device IP address, access dates and times, app features or pages viewed, app



crashes and other system activity, type of browser, and the third-party site or service you were using before interacting with our Services.

- All credit/debit cards details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties.
- The Website Policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore the Customers' are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted.
- Some of the advertisements you see on the Site are selected and delivered by third parties, such as ad networks, advertising agencies, advertisers, and audience segment providers. These third parties may collect information about you and your online activities, either on the Site or on other websites, through cookies, web beacons, and other technologies in an effort to understand your interests and deliver to you advertisements that are tailored to your interests. Please remember that we do not have access to, or control over, the information these third parties may collect. The information practices of these third parties are not covered by this privacy policy.

#### Information We Collect From Other Sources

TruKker may receive information from other sources and combine that with information we collect through our Services. For example:

- If you choose to link, create, or log in to your TruKker account with a payment provider or social media service (e.g., Facebook), or if you engage with a separate app or website that uses our API (or whose API we use), we may receive information about you or your connections from that site or app.
- If your employer uses one of our enterprise solutions, we may receive information about you from your employer.
- When you request on demand services, our Drivers may provide us with a User rating after providing services to you.
- If you also interact with our Services in another capacity, for instance as a Driver or user of other apps we provide, we may combine or associate that information with information we have collected from you in your capacity as a User.

#### Use of Information

Any personal information we collect from our web or app platforms will be used in accordance with the laws governing data protection in the United Arab Emirates and other applicable laws.

We collect your personal contact details so that our member third party independent transportation partners can contact you directly to better understand what moving services you're looking for, and to note any special requirements you may have. Only upon receiving your permission (verbal or written), or as per terms and conditions you agree for our services; we also share your personal contact details with a set of movers, who may need to communicate with you directly to finalize the arrangements for your move.

Our customer service team might contact you following completion of the services to collect feedback.



In certain cases we may use your email address to send you information on our other products and services. In such a case you will be offered the option to opt in/out of such promotional communication.

Finally, we may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the Website and issuing our e-mails for us.

## Social Sharing Features

The Services may integrate with social sharing features and other related tools which let you share actions you take on our Services with other apps, sites, or media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the social sharing service. Please refer to the privacy policies of those social sharing services for more information about how they handle the data you provide to or share through them.

## Analytics and Advertising Services Provided by Others

We may allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device when you visit our site and use our Services, as well as when you visit other online sites and services.

## Your Choices

### Account Information

You may correct or remove your account information at any time by logging into your online or in-app account. Please note that in some cases we may retain certain information about you as required by law, or for legitimate business purposes to the extent permitted by law. For instance, if you have a standing credit or debt on your account, or if we believe you have committed fraud or violated our Terms, we may seek to resolve the issue before deleting your information.

### Access Rights

TruKker will comply with individual's requests regarding access, correction, and/or deletion of the personal data it stores in accordance with applicable law.

### Location Information

We request permission for our app's collection of precise location from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, you can later disable it by changing the location settings on your mobile device. However, this will limit your ability to use certain features of our Services. Additionally, disabling our app's collection of precise location from your device will not limit our ability to collect your trip location information from a Driver's device nor our ability to derive approximate location from your IP address.

### Contact Information

We may also seek permission for our app's collection and syncing of contact information from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, iOS users can later disable it by changing the contacts settings on your mobile device. The Android platform does not provide such a setting.



## Promotional Communications

You may opt out of receiving promotional messages from us by following the instructions in those messages. If you opt out, we may still send you non-promotional communications, such as those about your account, about Services you have requested, or our ongoing business relations.

## Changes to the Statement

We may change this Statement from time to time. If we make significant changes in the way we treat your personal information, or to the Statement, we will provide you notice through the Services or by some other means, such as email. Your continued use of the Services after such notice constitutes your consent to the changes. We encourage you to periodically review the Statement for the latest information on our privacy practices.

## Contact Us

If you have any questions about this Privacy Statement, please contact us [contact@trukker.in](mailto:contact@trukker.in), or write to us at TruKker Technologies DMCC, a freezone company established in the United Arab Emirates, having its offices at Unit RET-R5-065, JLT-PH2-RET-R5, AstroLabs, Cluster R, Jumeirah Lakes Towers, Dubai, PO Box 336851

This privacy policy only covers [www.trukker.ae](http://www.trukker.ae)

Any other Websites which may be linked to by our website are subject to their own policy, which may differ from ours.