



Privacy Policy

Your privacy matters to ZustGo (the “Company”, “we”, “ZustGo”, or “us”). This Privacy Policy explains how we collect, process, use, share and protect information about you. It also tells you how you can access and update your information and make certain choices about how your information is used.

The Privacy Policy covers both “online” which includes web and mobile services, along with any websites operated by us such as <https://www.zustgo.com/> or Mobile Application, however, accessed and/or used, whether via personal computers,

mobile devices or otherwise and “offline” which is the collection of data through mailings, telephone, or in person and the activities owned, operated, provided, or made available by the Company. Our “online” and “offline” activities, in relation to the facilitation of taxi hire services through a network of third-party drivers and

taxi operators, are collectively referenced as the “Services”. This Privacy Policy also applies to your use of interactive features or downloads that: (i) we own and/or control; (ii) is available through the Services; or (iii) incorporate this Privacy Policy or interacts with the Services and post.

BY ACCEPTING THE CUSTOMER TERMS AND CONDITIONS, YOU AGREE TO THE TERMS OF THIS PRIVACY POLICY. Please review the following carefully so that you understand our privacy practices. If you do not agree with this Privacy Policy, do

not accept the Customer Terms and Conditions or use our Services. This Privacy Policy is incorporated by reference into the Customer Terms and Conditions.

If you have questions about this Privacy Policy, please contact us through via the email address provided on our website and/ or Mobile Application.

1. DEFINITIONS

Unless otherwise provided in this Privacy Policy, the terms capitalized in the Privacy Policy shall have the meaning as provided hereunder:

- “Co-branded Services” shall have the meaning assigned to the term in paragraph 4(c) hereto.
- “Device” shall mean computer, mobile or other device used to access the Services.
- “Device Identifier” shall mean IP address or other unique identifiers for the Device.
- “Mobile Application” shall mean application provided by us on the Device to access the Services.
- “Mobile Device Information” shall have the meaning assigned to the term in paragraph 2(d)(ii) hereto.



- “Promotion” shall mean any contest and other promotions offered by us.
- “Protected Information” shall mean such categories of information that could reasonably be used to identify you personally, including your name, email address, and mobile number.
- “TFS” shall mean Serendipity ZustGo, a company incorporated under the Companies Act 1956, and having its corporate office at Technopolis Building, 14th Floor, BP-4, Salt Lake, Sector V, Kolkata 700091, West Bengal which expression shall unless it be repugnant to the context or meaning thereof, be deemed to mean and include all our successors, affiliates and permitted assigns.
- “TPSP” shall mean a third party service provider.
- “Usage Information” shall have the meaning assigned to the term in paragraph 2(b)(i) hereto.

1. WHAT INFORMATION DO WE COLLECT?

- INFORMATION YOU PROVIDE TO US We may ask you to provide us with certain Protected Information. We may collect this information through various means and in various places through the Services, including account registration forms, contact us forms, or when you otherwise interact with us. When you sign up to use the services, you create a user profile. We shall ask you to provide only such Protected Information which is for the lawful purpose connected with our Services and necessary to be collected by us for such purpose.
- The current data fields that might be requested for are:

1. Email ID
2. Password
3. Name
4. Address
5. Mobile phone Number
6. Zip Code

- INFORMATION WE COLLECT AS YOU ACCESS AND USE OUR SERVICES
- In addition to any Protected Information or other information that you choose to submit to us, we and our TPSP may use a variety of technologies that automatically collect few details whenever you visit or interact with the Services (“Usage Information”). This Usage Information may include the browser that you are using, the URL that referred you to our Services, all of the areas within our Services that you visit, and the time of day, among other information. In addition, we collect your Device Identifier for your Device. A Device Identifier is a number that is automatically assigned to your Device used to access the Services, and our computers identify your Device by its Device Identifier.
- In case of booking via call centre, ZustGo may record calls for quality and training purposes.



- In addition, tracking information is collected as you navigate through our Services, including, but not limited to geographic areas. The driver's mobile phone will send your GPS coordinates, during the ride, to our servers. Most GPS enabled mobile devices can define one's location to within 50 feet.