

Privacy Policy

Tiger Roadveer Welfare Foundation

CIN : U88900DC2026NPL472887

Address : 508 House 27, B K Marg, Connaught Place, New Delhi, Delhi 110001, India

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Privacy Policy

Tiger Roadveer Rakshak ("Tiger Roadveer", "we", "our", or "us") is committed to protecting the privacy of every user. This Privacy Policy explains how we collect, use, store, process, and delete your personal information while providing our services through our website, mobile application, and related platforms.

This policy has been prepared in accordance with the **Digital Personal Data Protection Act, 2023 (DPDP Act)**, **Government of India**, and follows the principles of lawful processing, informed consent, transparency, purpose limitation, data minimization, security, and user rights.

1. Acceptance of this Privacy Policy

By creating an account, registering as a user, volunteer (Rakshak), driver, vendor, fleet operator, or using any Tiger Roadveer service, you voluntarily consent to the collection and processing of your personal data as described in this Privacy Policy.

You may withdraw your consent at any time by deleting your account or contacting us.

2. Information We Collect

Depending on the services you use, we may collect:

Personal Information

- Name
- Mobile Number
- Email Address
- Profile Photograph (optional)
- Date of Birth (where required)
- Gender (optional)
- Address
- State and District
- Language Preference

Identity Information (Only where legally required)

- Aadhaar (only where permitted by law)
- PAN
- Driving Licence
- Vehicle Registration Details
- GST Details (for vendors)
- Business Registration Documents

Service Information

- Driver Profile
- Vendor Profile
- Rakshak Volunteer Profile
- Fleet Information
- Transaction Records
- Service Requests
- Wallet Activity
- Reward History

Device Information

- Device Model
- Device ID

- Operating System
- App Version
- IP Address
- Browser Information

Location Information

With your permission only:

- GPS Location
- Live Location during emergency services
- Service Area
- Nearby Vendors

Location access can be disabled anytime through your device settings.

3. Why We Collect Your Data

Your information is collected only for legitimate business and service purposes, including:

- Creating and managing your account
 - Providing driver support services
 - Connecting users with vendors
 - Emergency assistance
 - Ambulance coordination
 - Roadside assistance
 - Customer support
 - Identity verification
 - Fraud prevention
 - Regulatory compliance
 - Platform security
 - Improving service quality
 - Research and analytics
 - AI model improvement
 - User experience enhancement
 - Product development
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4. AI Learning and Research

Tiger Roadveer uses anonymized and aggregated data to improve its technology.

This includes:

- Improving search results
- Improving recommendations
- Improving route intelligence
- Improving service quality
- Improving AI assistants
- Understanding user behavior
- Training internal machine learning models

Important:

- We do **not** sell your personal information for AI training.
 - AI learning uses anonymized or aggregated datasets wherever reasonably possible.
 - Personally identifiable information is not intentionally used to train public AI models.
 - Research activities are conducted only for improving Tiger Roadveer products and services.
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5. Consent-Based Processing

We believe your personal data belongs to you.

Accordingly:

- Every major data collection activity is based on your consent.
- Permissions such as Location, Camera, Contacts, Storage, and Notifications are requested only when needed.
- You may revoke permissions through your device settings.
- You may withdraw consent at any time.

Withdrawal of consent may affect certain services that require the relevant data.

6. Data Sharing

Tiger Roadveer does **not** sell your personal information.

Your information may only be shared with:

- Verified service providers
- Payment partners
- Government authorities where legally required
- Emergency responders
- Ambulance partners
- Law enforcement agencies under lawful requests
- Cloud infrastructure providers
- Technology vendors working under strict confidentiality agreements

All partners are required to maintain appropriate security and confidentiality standards.

7. Data Security

We implement reasonable technical and organizational measures to protect your data, including:

- Encrypted communication (HTTPS/TLS)
- Secure cloud infrastructure
- Role-based access control
- Authentication mechanisms
- Audit logging
- Regular security monitoring
- Secure backups
- Vulnerability management

While we strive to protect your information, no internet transmission or storage system can be guaranteed to be 100% secure.

8. Data Retention

Your information is retained only as long as necessary to:

- Provide services
- Meet legal obligations
- Resolve disputes
- Prevent fraud
- Maintain transaction records where required by law

Once retention is no longer necessary, data is securely deleted or anonymized.

9. Account Deletion and Right to Erasure

You have complete control over your account.

If you choose to:

- Delete your account, or
- Permanently opt out of Tiger Roadveer services,

then:

- Your profile is permanently removed.
- Your personal data is erased from our active systems.
- Your account becomes inaccessible.
- Any remaining personal data is deleted after completion of applicable legal or regulatory retention requirements.
- Anonymous statistical or aggregated information that cannot identify you may be retained for analytics and platform improvement.

This process aligns with the principles of the **Digital Personal Data Protection Act, 2023**.

10. Your Rights Under DPDP Act

Subject to applicable law, you may:

- Access your personal data.
- Correct inaccurate information.
- Update your information.
- Withdraw consent.
- Delete your account.
- Request deletion of personal data.
- Raise grievances.
- Nominate another individual to exercise your rights where permitted by law.

Tiger Roadveer will respond to valid requests within the timelines prescribed by applicable law.

11. Cookies and Similar Technologies

Our website may use cookies to:

- Maintain login sessions
- Improve website performance
- Remember user preferences
- Enhance security
- Generate anonymous analytics

You may manage cookie preferences through your browser settings.

12. Children's Privacy

Tiger Roadveer services are intended for individuals who are legally eligible to use the platform.

We do not knowingly collect personal information from children without appropriate authorization where required by law.

13. Third-Party Services

Our platform may integrate with trusted third-party providers, including:

- Payment gateways
- Maps and navigation services
- SMS providers
- WhatsApp communication services
- Cloud hosting providers
- Authentication providers

These providers have their own privacy policies governing their services.

14. International Data Processing

Where necessary, data may be processed using secure cloud infrastructure. Any cross-border processing will comply with applicable Indian laws and the requirements of the DPDP Act.

15. Changes to this Privacy Policy

Tiger Roadveer may update this Privacy Policy periodically.

Updated versions will be published on our website with a revised "Last Updated" date.

Continued use of the platform after changes constitutes acceptance of the revised Privacy Policy.

16. Contact Us

For privacy-related queries, requests, or grievances, please contact:

Tiger Roadveer

Email: info@roadgriptechnologies.com *(replace with your official email)*

17. Legal Compliance

Tiger Roadveer is committed to handling personal data responsibly and in accordance with:

- Digital Personal Data Protection Act, 2023 (India)
 - Applicable Information Technology laws and rules
 - Other applicable laws and regulations governing data protection in India
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Privacy Commitment

At Tiger Roadveer, privacy is a core principle. We collect only the information necessary to provide our services, process it with your informed consent, protect it using appropriate safeguards, use anonymized data to improve our platform, and honor your right to leave. When you permanently delete your account, your personal data is erased from our active systems, subject only to any legal retention obligations. Our goal is to ensure that every user retains control over their personal information while benefiting from a secure, transparent, and trustworthy digital ecosystem.