

Privacy Policy

Artio Services (referred to as “the Company,” “we,” “Artio,” “us,” or “our”) places great importance on your privacy. This Privacy Policy outlines our practices regarding the collection, use, processing, storage, retrieval, disclosure, transfer, and protection of your information. This includes personal information and sensitive personal data or information (“Information”) that we may receive through your interactions with the Artio mobile applications (“Artio App”), our website (located at artiotransportservices.com), or offline interactions (such as through email, phone, or in-person communication) or online interactions (such as Video call). It also applies when you avail our services.

In this Policy, “you” and “your” refer to Riders, Passengers, third party/vendor Partners, or any other user of the Artio Platform who avails our Services. The term “Services” encompasses all services offered by Artio, as detailed in the applicable terms and conditions available on the Artio Platform.

For definitions of capital terms not covered here, please refer to the terms and conditions on the Artio Platform. We encourage you to read this Policy before using the Artio Platform or providing any Information to Artio.

1. User Acknowledgment:

By using the Artio Platform or its Services, you implicitly agree to this Policy, including any future amendments made by the Company and posted on the Artio Platform. All handling of your Information—such as collection, processing, retrieval, transfer, storage, disclosure, and protection—will strictly adhere to this Policy and relevant laws, including the Information Technology Act, 2000, and its associated rules (“Applicable Laws”). If you disagree with this Policy, we recommend refraining from using or accessing the Artio Platform.”

You are confirming to Artio that:

- a. By providing Information to Artio, you confirm its authenticity, accuracy, currency, and updates. Furthermore, you assert that you have the requisite rights, permissions, and consents to share this Information with Artio.
- b. When you provide Information to Artio, you are confirming that Artio’s handling of that Information—including storage, collection, usage, transfer, access, and processing—will adhere to all agreements, Applicable Laws, charter documents, judgments, orders, and decrees.
- c. When you share Information about other individuals with us, you confirm that you have the necessary authority to do so and allow us to use that Information in accordance with this Policy.

2. Explanation of Terms:

- a. Riders: Independent third-party vehicle operators or drivers who provide services on the Artio Platform to Passengers.
- b. Passengers: Individuals who receive services from Riders or Vendor Partners on the Artio Platform.
- c. Smart Device: Computers, mobile phones, or other devices used to access Artio services/Platform.
- d. Promotion: Contests or other promotional activities offered by Artio.

- e. **Personal Information:** Categories of data that could identify you personally, such as your name, email address, and mobile number etc.
- f. **Third-Party Service Provider:** External service providers collaborating with Artio.
- g. **Vendor Partner:** Third-party providers offering 2-wheeler rental or spare parts services on the Artio Platform.

3. What data do we gather?

A. Data you furnish to us:

Regarding personal information, we may request specific details from you. We collect this information through various channels, such as account registration forms, contact forms, or interactions with us. When you sign up for our services, you create a user profile. Rest assured, we only ask for personal information that is relevant to our lawful purposes and necessary for us to provide our services.

a. Account Information:

When creating or updating your Artio account, you share details like email address, name, address, mobile number, gender, date of birth, image, login name, password, and banking/payment information (as allowed by applicable laws).

b. Saved Information:

- i. While using Artio Services, we collect and store data to process your requests and complete forms for future transactions.
- ii. This includes phone numbers, addresses, email addresses, and emergency contact details.

c. Verification Information:

If you're a Rider or Third party Vendors or Partner:

- i. We gather location details, profile pictures, call/SMS records, and copies of government-issued IDs (e.g., Aadhaar, PAN).
- ii. Vehicle-related documents (registration, permits, NOC, fitness, insurance, and pollution certificates, etc.,) are also collected.
- iii. Rider may need to submit real-time self-image/selfies for identity verification.

d. Background Check Information:

- i. We collect background check and identity verification data for Riders and Third party Vendors or Partners.
- ii. This can include driver history (experience & health fitness), criminal records (where allowed by law), and right-to-work information.

e. Other Apps & other Information:

- i. By signing up as a Rider or Third party Vendors or Partners, Artio can check other applications on your device to prevent fraud.
- ii. Whenever you contact Artio for passengers support or troubleshooting, we gather additional data, including in-app messages, posts on message boards, ratings, reviews, and comments. Furthermore, if you refer a friend, we may use their name and contact information for publicity purposes.

f. Prohibited Content: Guidelines for Uploading and Sharing:

- i. Any content that is harmful, offensive, harassing, obscene, pornographic, invades someone's privacy, promotes hate based on race or ethnicity, encourages illegal activities like money laundering or gambling, or violates any law is strictly prohibited. Additionally, spreading misinformation, threatening national security, or inciting violence is also unacceptable.

B. Data Collection When Using the Artio App

- i. We gather transaction/fare details, including trip specifics, pick-up and drop-off addresses/locations, distance travelled, and payment transaction data (subject to applicable laws).
- ii. Riders and Third party vendor & Partners:
 - a. Artio collects location data when the Artio App is open/enable On-Duty or not in use (background) on your mobile device, if required.
- iii. Passengers:
 - a. Artio collects precise or approximate location data from your device if you allow it. This data is collected during service requests and whenever the app is in the foreground.
 - b. It's used to enhance app features, improve pick-up locations, and prevent fraud. Even if you haven't enabled location data collection, Riders location data during trips is linked to your account for services and safety.
- iv. We collect usage Information automatically when you interact with the Artio Platform/Services. This includes details like your browser, referring URL, areas visited within our Services, and usage behavior on the Artio App.
- v. If you're a Rider, we collect health-related information such as body and other health conditions.
- vi. Device Information: We collect technical details about your device, either directly or through third-party integrations
 - a. Device Identifier related Maker, software, Device type, model, and version, etc.
 - b. GPS location or Geo-location information.
 - c. Mobile network /ISP information
 - d. Screens visited/ touch and other actions within the Artio App.
 - e. Main purpose to enhance/ software updates /interface and provide support.
 - f. Sensitive data (e.g., passwords, other app activity) remains same.
 - g. With your permission, we collect SMS/text message data for One-time passwords and device verification and automatically filling verification details during financial transactions (as required by laws).
 - h. If you're a Rider or Third party vendor or partner, we record calls made from the device used for providing services and collect related call details. This includes usage frequency, time spent, actions taken, and engagement patterns.
 - i. Usage Information may be collected via cookies.
 - j. You can control cookies through your browser or app settings.
 - k. Disabling cookies may affect certain features, but we respect your preferences.
 - l. Third-party cookies are not covered by our policy.

C. Details provided by Third Parties vendors or partners about you:

- i. We collect information about you from various sources, including Artio Platform, our affiliates, and third parties such as technical sub-contractors, business partners, and publicly available sources like marketing lists and

social networks.” Remember to always cite the original source when using paraphrased content.

4. Information Collection

The provided information about collecting user information for the Artio Platform policy:

- i. Our key goal is to enhance your experience while using the Services.
- ii. Purposes of Information Use:
 - a. Enable access to the Artio Platform.
 - b. Verify identity and capacity for providing services.
 - c. Monitor feature usage and improve user experience.
 - d. Send welcome emails/SMS/Notifications for verification.
 - e. Tailor app versions based on device type.
 - f. Diagnose server issues and administer the platform.
 - g. Sharing services-for future enhancement.
 - h. Prevent and investigate policy violations, security breaches, and criminal activities.
- iii. Passengers & Riders Information Sharing and use:
 - a. We share some of your personal information (such as name, pickup address, and contact number if needed) with Riders or Third party vendors or Partners who accept your service requests.
 - b. Geo-location data helps you view nearby Riders or Third party vendors or Partners and automatically fetches your location for safety purposes.
 - c. Riders receive orders close to their location when they enable the On-Duty in the Artio App.
 - d. Geo-location data ensures accurate pickup locations and enhances Passenger safety.
 - e. Rider’s details (name, vehicle number, license, phone number, profile picture, Mobile number) are shared with Passengers.
- iv. Personal and usage information collected is used for various general purposes:
 - a. Providing requested services and processing transactions.
 - b. Enabling participation in features.
 - c. Communicating changes and policies related to the Services.
 - d. Internal business purposes and data analytics.
- v. We improve your experience with the Artio App and Services by customizing and personalizing them.
- vi. Based on your usage patterns, we provide relevant offers, recognitions and rewards.
- vii. We enforce our terms, resolve disputes, and comply with legal requirements.
- viii. We analyze performance, fix errors, and enhance the usability of the Artio Platform.
- ix. We may share information with affiliates and third parties for service provision.
- x. We deliver relevant communication, notices and alerts via social media, SMS, and other channels etc.
- xi. If you’re an employee or stakeholder, we may share data for internal business/limited purposes.

5. When and how do we share information with third parties?

We only share your information as disclosed in this Policy or when you provide it initially. Here are the situations when we might share information:

- i. When you access third-party links on the Artio App, you can choose to receive information and marketing offers directly from those third parties. If you agree, your Personal Information will be shared with them, subject to their privacy policies. Remember to review their policies before accepting.
- ii. We collaborate with third-party service providers to enhance our Services. These providers handle tasks like hosting, analytics, payments, security, and Passengers/Riders support, etc., They access your information only for the specific services they provide, and we ensure data protection through contracts.
- iii. Some third-party service providers offering analytics services may use cookies and other tools to collect information about you.
- iv. Our website's/mobile application support section is hosted by a third-party provider, and their data collection follows our Policy.

6. Content from third parties and connections to external services

- i. The Services may include content from third parties. These third parties may collect website usage information and your Device Identifier when you visit online or mobile Services. Additionally, you might be directed to other sites or apps operated by third parties that we don't control. Our Policy won't apply in those cases, and we're not responsible for their privacy practices.
- ii. If you upload, share, or transmit content from the Artio App (like photos, reviews, or booking details), third parties may collect that information. Their privacy policies will apply.
- iii. Our online and mobile Services may have social media features (e.g., Facebook Like button). These features collect data like your IP address and page visits. Their privacy policies govern your interactions.
- iv. Some third parties may be in different jurisdictions. If you use their services, your information may be subject to their local laws. Always check privacy statements before sharing information with third parties. We're not liable for their actions.
- v. Some aspects of the Services are provided in brand partnership with third parties (like sponsors, charities etc.,). If you register for their products/services, you consent to sharing your information with both us and the third party. If you sign in to a brand partnership Service using our credentials, your Personal Information may be disclosed to that third party.
- vi. When you participate in our Promotions/contests, you agree to follow their official rules. This may involve sharing your Personal Information with third parties for purposes like advertising or winner selection.

7. Administrative and Legal Reasons

We cooperate with government, law enforcement, and private parties to comply with applicable laws. This may involve accessing, preserving, and disclosing your information (including Personal Information, IP address, and GPS/ geo-location data) for various reasons, such as safety, security, and fraud prevention.

8. Affiliates and Business Transfer

We share your information (including Personal Information and Usage Information) with our parent, subsidiaries, and affiliates for internal purposes. We may also disclose this information during corporate changes like mergers or asset transfers.

9. Market Study and Benefits:

We share your information with third parties for purposes like market research, data analysis, and customized offerings. This helps improve our products and services and provides additional benefits to you

10. Data collected by Riders, Third party vendors & partners

Our policy doesn't cover information collected by Riders or third party vendor & Partners during services like transportation, delivery, or rentals.

11. Updating Information and Account Cancellation:

- a. Keep your information accurate.
- b. Correct or amend details through our member information page or by contacting us.
- c. Modify communication preferences via email or your user account.
- d. If inaccurate information affects service access, we may terminate your account.

12. Cancelling Your Account:

- a. Contact us via the email address on your trip bill behalf of rider, Artio Platform, or the Grievance Officer.
- b. Note that disabling certain information may impact service availability.

13. Data Retention:

- a. We retain Personal and Usage Information while your account is active.
- b. After account termination, we keep some data (e.g., trip history) for 90 days.
- c. Anonymised data is used solely for analytics.

14. Security:

- a. We securely store collected information in our databases.
- b. We use encryption, firewalls, and SSL for protection.
- c. However, no system is completely impenetrable.
- d. Transmit information at your own risk.
- e. Keep your password confidential.

15. Children's Information:

- a. We don't collect data from children under 18.
- b. The Artio App is for legally eligible users.

16. Notices & Grievance Address:

- a. The Company can provide notice through general announcements on the Platform, email to your registered address, or written communication sent by regular mail/SMS/Whatsapp. Riders should send notices to technicalcare@artiotransportservices.com.
- b. Grievance Address:
 - i. Contact Artio for any complaints, disputes, or grievances.
 - ii. Grievance Officer: Sreedhar V
 - iii. email: technicalcare@artiotransportservices.com
 - iv. Address: Jains Spring Meadows, Flat - SC, Block -5, Navalur Road, Thalambur, Chennai- 600130. India

17. Privacy Policy Updates:

- a. Our Policy may change to reflect our practices. Updates take effect immediately upon posting on the Artio Platform. Material changes will be communicated via email or within the Artio App. Remember to review the latest information periodically, and your continued use of the Artio App indicates acceptance of any updated Policy