

Privacy Policy for EVERA

These Terms of Use (“Terms”) govern the access or use by you, an individual, of applications, websites, content, products, and services (the “Services”) made available by EVERA by “Prakriti E-Mobility Private Limited, a private limited company established in India, having its registered office at Office No. 1226, 12th Floor, DLF Tower B Jasola District Center, New Delhi -110025.

Introduction

When you use EVERA, you trust us with your information and we are committed to keep and respect that trust. This document helps you to understand our privacy practices.

This policy describes the information we collect, how it is used and shared, and your choices regarding this information. We recommend that you read this which highlight key points about our privacy practices (including what information we collect, when we collect it, and how we use it).

Last Modified: Feb 2021

Effective Date: Feb 2021

Data Collections and Uses

Scope

SUMMARY

This policy applies to users of EVERA's services anywhere in Delhi-NCR, including users of EVERA's apps, websites, features or other services.

This policy describes how EVERA and its affiliates collect and use personal information to provide our services. This policy applies to all users of our apps, websites, features or other services anywhere in the India, unless covered by a This policy specifically applies to:

Riders: Users who request or receive to avail EVERA services.

Drivers: Users who provide transportation services individually or through partner transportation companies.

This policy also applies to those who provide information to EVERA in connection with an application to use our services, or whose information EVERA otherwise receives in connection with its services (such as contact information of individuals associated with EVERA partners). All those subject to this policy is referred to as “users” for purposes of this policy.

The practices described in this policy are subject to applicable laws in the places in which we operate. This means that we only engage in the practices described in this policy in a particular country or region if permitted under the laws of those places. Please contact undersigned if you have questions on our practices in your region.

SUMMARY

EVERA collects:

Information that you provide to EVERA, when you create your EVERA account.

Information created when you use our services, such as location, usage and device information.

Information from other sources, such as EVERA partners and third parties that use EVERA APIs.

The following information is collected by or on behalf of EVERA:

Information you provide

This may include:

User profile: We collect information when you create or update your EVERA account. This may include your name, email, phone number, login name, address, payment gateway registration or banking information (including related payment



verification information), government identification numbers for drivers such as driver's license or passport if required by law, birth date, photo and signature. This also includes vehicle or insurance information of drivers. This also includes the preferences and settings that you enable for your EVERA account.

Background check information for Evera Drivers: We may collect background check information if you sign up to use EVERA's services as a driver. This information may be collected by a vendor on EVERA's behalf.

Demographic data: We may collect demographic information about you, including through user surveys.

User content: We may collect information that you submit when you contact EVERA customer support, provide ratings or compliments for other users, or otherwise contact EVERA.

Information created when you use our services.

This may include:

Location Information

Depending on the EVERA services that you use, and your app settings or device permissions, we may collect your precise or approximate location information as determined through data such as GPS, IP address and Wi-Fi.

If you are a driver or partner, EVERA collects location information when the EVERA app is running in the foreground (app open and on-screen) or background (app open but not on screen) of your device.

If you are a rider and have provided permission for the processing of location data, EVERA collects location information when the EVERA app is running in the foreground. EVERA also collects this information when the EVERA app is running in the background of your device if this collection is enabled through your app settings or device permissions.

Riders and driver recipients may use the EVERA app without enabling EVERA to collect their location information. However, this may affect the functionality available on your EVERA app. For example, if you do not enable EVERA to collect your location information, you will have to manually enter your pickup address. In addition, location information will be collected from the driver during your trip and linked to your account, even if you have not enabled EVERA to collect your location information.

Transaction Information

We collect transaction details related to your use of our services, including the type of services you requested or provided, your order details, date and time the services were provided, amount charged, distance traveled, and payment method. Additionally, if someone uses your promotion code, we may associate your name with that person.

Device Information

We may collect information about the devices you use to access our services, including the hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information, and mobile network information.

Communications data

We enable users to communicate with each other and EVERA through the EVERA apps, websites, and other services. For example, we enable drivers and riders or partners and recipients, to call or text (optional) each other without disclosing their telephone numbers to each other. To provide this service, EVERA receives some information regarding the calls or texts, including the date and time of the call/text, and the content of the communications. EVERA may also use this information for customer support services (including to resolve disputes between users), for safety and security purposes, to improve our products and services and for analytics.

EVERA does not sell or share your personal information to third parties for third party direct marketing purposes.

EVERA uses the information it collects for purposes including:

Providing services and features

Create and update your account.

EVERA uses the information to provide, personalize, maintain and improve its products and services.

This includes using the information to:

Create and update your account.

Verify your identity.

Enable transportation and other services. This includes automated processing of your information to enable Base / Dynamic Pricing, in which the price of a ride is determined based on constantly varying factors such as the estimated time and distance of the predicted route, estimated traffic, and the number of riders and drivers using EVERA at a given moment.

To track the progress of your ride.

Safety and security

We use your data to help maintain the safety, security and integrity of our services and users. This includes, for example:

Screening drivers and partners prior to enabling their use of our services and at subsequent intervals, including through reviews of background checks were permitted by law, to prevent use of our services by unsafe drivers.

Using user ratings to encourage improvement by affected users, and as grounds for deactivating users with ratings below a certain minimum as may be required in their region. Calculation and deactivation may be done through an automated decision-making process. Users in the EVERA have the right to object to this type of processing for more information.

Customer support

EVERA uses the information we collect (including recordings of customer support calls after notice to you and with your consent) to assist you when you contact our customer support services, including to:

Direct your questions to the appropriate customer support person

Investigate and address your concerns

Monitor and improve our customer support responses

Research and development

We may use the information we collect for testing, research, analysis and product development. This allows us to improve and enhance the safety and security of our services, develop new features and products, and facilitate insurance and finance solutions in connection with our services.

Communications among users

EVERA uses the information we collect to enable communications between our users. For example, a driver may text or call a rider to confirm a pickup location.

Communications from EVERA

EVERA may use the information we collect to communicate with you about products, services, promotions, studies, surveys, news, updates and events.

EVERA may also use the information to promote and process contests and sweepstakes, fulfill any related awards, and serve you relevant in-app ads and content about our services and those of our business partners. You may receive some of these communications based on your profile as an EVERA user. Users in the EVERA have the right to object to this type of processing for more information.

Legal proceedings and requirements

We may use the information collected by us to investigate or address claims or disputes relating to your use of EVERA's services, or as otherwise allowed by applicable law, or as requested by regulators, government entities, and official inquiries.

Cookies and Third-Party Technologies

SUMMARY

EVERA retains user profile and other information for as long as you maintain your EVERA account.



EVERA retains transaction, location, usage and other information for 7 years in connection with regulatory, tax, insurance or other requirements in the places in which it operates. EVERA thereafter deletes or anonymizes such information in accordance with applicable laws.

Users may request deletion of their accounts at any time. Following such request, EVERA deletes the information that it is not required to retain, and restricts access to of use of the App. We would be deleting the account permanently when there is no outstanding amount and is clear from any legal proceeding.

EVERA requires user profile information in order to provide its services, and retains such information for as long you maintain your EVERA account.

EVERA retains certain information, including transaction, location, device and usage information, for a minimum of 7 years in connection with regulatory, tax, insurance and other requirements in the places in which it operates. Once such information is no longer necessary to provide EVERA's services, enable customer support, enhance the user experience or other operational purposes, EVERA takes steps to prevent access to or use of such information for any purpose other than compliance with these requirements or for purposes of safety, security and fraud prevention and detection.

Following such request, EVERA deletes the information that it is not required to retain. In certain circumstances, EVERA may be unable to delete your account, such as if there is an outstanding credit on your account or an unresolved claim or dispute. Upon resolution of the issue preventing deletion,

EVERA will delete your account as described above. EVERA may also retain certain information if necessary, for its legitimate business interests, such as fraud prevention and enhancing users' safety and security. For example, if EVERA shuts down a user's account because of unsafe behavior or security incidents, EVERA may retain certain information about that account to prevent that user from opening a new EVERA account in the future.

Information Sharing and Disclosure

With the general public when you submit content to a public forum We love hearing from our users -- including through public forums such as EVERA blogs, social media, and certain features on our network. When you communicate with us through those channels, your communications may be viewable by the public.

Data analytics providers.

Research partners, including those performing surveys or research projects in partnership with EVERA Driver app or on EVERA's behalf.

- Vendors that assist EVERA to enhance the safety and security of its apps.
- Consultants, lawyers, accountants and other professional service providers.
- Fleet partners.
- Insurance and financing partners.
- Airports partners for services
- other local providers.
- Vehicle solution vendors or third-party vehicle suppliers.

For legal reasons or in the event of a dispute

EVERA may share your information if we believe it is required by applicable laws, regulations, operating agreement, legal process or governmental request, or where the disclosure is otherwise appropriate due to safety or simila This includes sharing your information with law enforcement officials, government authorities, airports (if required by the airport authorities as a condition of operating on airport property), or other third parties as necessary to enforce our Terms of Service, user agreements, or other policies, to protect EVERA's rights or property or the rights, safety or property of others, or in the event of a claim or dispute relating to your use of our services.

This also includes sharing your information with others in connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company. Please see EVERA's Guidelines for Law Enforcement Authorities for more information.

With your consent

EVERA may share your information other than as described in this policy if we notify you and you consent to the sharing.

Information Retention and Deletion

SUMMARY

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Special Information for EVERA Users

Authorities Name & Address

You may also submit questions, comments or complaints to EVERA's Grievance Officer, mail undersign.

Transparency

SUMMARY

EVERA provides means for you to see and control the information that EVERA collects, including through:

In-app privacy settings Device permissions.

A. PRIVACY SETTINGS

The Privacy Settings menu in the EVERA rider app gives users the ability to set or update their location, and their preferences for receiving mobile notifications from EVERA. Information on these settings, how to set or change these settings, and the effect of turning off these settings are described below.

Notifications: Discounts and News

You may enable EVERA to send you push notifications from EVERA. You may enable/disable these notifications at any time through the Notification Settings menu in the phone.

B. DEVICE PERMISSIONS

Most mobile platforms (iOS & Android) have defined certain types of device data that apps cannot access without your consent. And these platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the EVERA app wants permission to access certain types of data and will let you consent (or not consent) to that request. Android devices will notify you of the permissions that the EVERA app seeks before you first use the app, and your use of the app constitutes your consent.

C. RATINGS

After every trip, drivers and riders are able to rate each other, as well as give feedback on how the trip went. This two-way system holds everyone accountable for their behavior. Accountability helps create a respectful, safe environment for both drivers and riders.

Your rider rating is available in the EVERA app.

Your driver rating is available in the Ratings tab of the EVERA Driver app.

D. EXPLANATIONS

You may request that EVERA:

Provide a detailed explanation regarding the information EVERA has collected about you and how it uses that information.

Request correction of any inaccurate information that EVERA has about you.

You can also edit the name, phone number and email address associated with your account through the Settings menu in EVERA's apps. You can also look up your trips, order's history in the EVERA app.

We encourage you to periodically review this policy for the latest information on our privacy practices.

Overview: Privacy Policy for Evera at [EVERACABS.COM](https://www.everacabs.com)

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