

OIM TECHNOLOGY PVT.LTD

PRIVACY POLICY

This policy describes how oim 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 world, unless covered by a separate privacy policy such as the [oim cab Privacy Policy](#). This policy specifically applies to:

- **Riders:** users who request or receive transportation
- **Drivers:** users who provide transportation individually or through partner transportation companies
- **Delivery Recipients:** users who request deliveries of food or other items
- **Delivery Partners:** users who provide delivery services

This policy also applies to those who provide information to oim in connection with an application to use our services. All those subject to this policy are 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 us if you have questions on our practices in your country or region.

1. Information you provide

This may include:

- **User profile:** We collect information when you create or update your oim account. This may include your name, email, phone number, login name and password, address, payment or banking information (including related payment verification information), government identification numbers such as Social Security number, 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 oim account.
- **Background check information:** We may collect background check information if you sign up to use oim services as a driver or delivery partner. This may include information such as your driver history or criminal record (where permitted by law). This information may be collected by a vendor on oim behalf.
- **Demographic data:** We may collect demographic information about you, including through user surveys. In some countries, we may also receive demographic information about you from third parties.

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

2. Information created when you use our services

This may include:

- **Location Information**

Depending on the oim 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 WiFi.

- If you are a driver or delivery partner, oim collects location information when the oim 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, oim collects location information when the oim app is running in the foreground. In certain regions, oim also collects this information when the oim app is running in the background of your device if this collection is enabled through your app settings or device permissions.
- Riders and delivery recipients may use the oim app without enabling Oim cab to collect their location information. However, this may affect the functionality available on your oim app. For example, if you do not enable oim 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 oim to collect your location information.

3. Information from other sources

These may include:

- User feedback, such as as ratings or compliments.
- Users providing your information in connection with referral programs.
- Users requesting services for or on your behalf.
- Users or others providing information in connection with claims or disputes.
- oim business partners through which you create or access your oim account, such as payment providers, social media services, on-demand music services, or apps or websites who use oim APIs or whose API oim uses (such as when you order a ride through [Google Maps](#)).
- Insurance providers (if you are a driver or delivery partner).
- Financial services providers (if you are a driver or delivery partner).
- Partner transportation companies (if you are a driver who uses our services through an account associated with such a company).

- The owner of an oim for Business or oim Family profile that you use.
- Publicly available sources.
- Marketing service providers.

A. PRIVACY SETTINGS

The Privacy Settings menu in the oim rider app gives users the the ability to set or update their location and contacts sharing preferences, and their preferences for receiving mobile notifications from oim.

Location Information

- oim uses rider's device location services to make it easier to get a safe, reliable ride whenever you need one. Location data helps improve our services, including pickups, navigation, and customer support.
- You may enable/disable, or adjust, oim collection of rider location information at any time through the Privacy Settings menu in the oim app, or via the settings on your mobile device. If you disable the device location services on your device, your use of the oim app will be affected. For example, you will need to manually enter your pickup or drop off locations. In addition, location information will be collected from the driver during your trip and linked to your account, even if you have not enabled oim to collect your location information.
- **Share Live Location (Riders)**
 - If you have enabled the device location services on your mobile device, you may also enable oim to share your location with your driver from the time you request a ride to the start of your trip. This makes it easier for your driver to pick you up.
 - You may enable/disable location sharing with your driver at any time through the Privacy Settings menu in the Oim cab app. You may use the Oim cab app if you have not enabled location sharing, but it may be more difficult for your driver to locate you.
- We may occasionally update this policy. If we make significant changes, we will notify you of the changes through the Oim cab apps or through others means, such as email. To the extent permitted under applicable law, by using our services after such notice, you consent to our updates to this policy.
- We encourage you to periodically review this policy for the latest information on our privacy practices. We will also make prior versions of our privacy policies available for review.

2. 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 delivery partners prior to enabling their use of our services and at subsequent intervals, including through reviews of background checks where permitted by law, to prevent use of our services by unsafe drivers.
- Using information from drivers' devices to identify unsafe driving behavior such as speeding or harsh braking and acceleration, and to raise awareness among drivers regarding such behaviors.
- our Real-Time ID Check feature, which prompts drivers to share a selfie before going online. This helps ensure that the driver using the app matches the Oim cab account we have on file, preventing fraud and helping to protect other users.
- Using device, location, profile, usage and other information to prevent, detect, and combat fraud or unsafe activities. This includes processing of such information, in certain countries, to identify practices or patterns that indicate fraud or risk of safety incidents. This may also include information from third parties. In certain cases such incidents may lead to deactivation by means of an automated decision making process.
- 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.

What kinds of personal information do we collect and hold?

The personal information we collect and hold is what is reasonably necessary for our business functions and activities. When we collect and hold personal information, it is of the following kinds:

- your personal details such as your name (including account username), addresses (including email addresses and website addresses), telephone numbers, account login details and passwords, age and gender, and certain personal details of your emergency contacts;
- the reference number you provide or which we allocate to you when engaged in services which we provide or services procured or booked using our services;
- what, how, when and where you have engaged in services which we provide or services procured or booked using our services;
- details about your stated or likely preferences and your experiences with services which we provide or services procured or booked using our services;
- details about your membership in any loyalty programs;

- whether you have a connection with others whose personal information we may collect or hold, for example family members;
- if you use social media or a mobile device to interact with us, any information that you allow the social media site or device to share with us; and
- depending on the nature of your dealings with us or the services which we provide to you or which you may obtain or make available to others using our services, other types of personal information. Examples are:
 - where you are involved in providing transport-related services, identification, taxation, government or regulatory identifier (such as drivers licence details), and vehicle and insurance details;
 - personal information relating to any complaints you make or are made about you, including recording of any calls in that regard;
 - personal information collected and held via financial or payment systems about the payment mechanism or method that you might use (including credit card details) and the payments you may make for our services or any services procured or booked using our services;