

## Privacy Policy for do N key

*Effective Date: December 27, 2024*

At **DO N KEY DELIVERIES**, we understand the importance of privacy and are committed to safeguarding the personal information of our users. This Privacy Policy explains how we collect, use, process, store, protect, disclose, and transfer your information, including personal and sensitive data, when you interact with our platform, services, and website(s) [www.donkeydeliveries.com](http://www.donkeydeliveries.com) and [www.donkey.delivery](http://www.donkey.delivery) (the "Platform").

By using the **do N key** services, including interacting with our mobile applications, websites, or other related services, you agree to the collection and use of your information as described in this Privacy Policy. Our services include providing transportation and delivery business solutions for **Service Providers** (local businesses serving transportation and delivery needs), **Shop Sellers**, and **Business Collaboration Companies** (where we become an official delivery partner by integrating our software with their systems). This policy aims to protect your data while making sure that we remain transparent about how it is handled.

### USER AGREEMENT AND ACCEPTANCE

By accessing or using the **DO N KEY DELIVERIES** platform, you acknowledge that you have read, understood, and agreed to the terms outlined in this policy. This includes any future updates, amendments, or modifications that the company may introduce at its discretion. These changes will be posted on the **DO N KEY DELIVERIES** platform, and your continued use of our services signifies your acceptance of these terms.

We value transparency and ensure that any collection, processing, usage, and protection of your information is in compliance with this policy and relevant legal regulations, such as the Information Technology Act, 2000, and its associated rules.

If you do not agree with the terms outlined in this policy, we request that you refrain from accessing or using the **DO N KEY DELIVERIES** platform.

#### By using our platform, you confirm the following:

- The information you provide is truthful, accurate, and up-to-date, and you have the necessary rights and permissions to share this information.
- Your submission of information and the subsequent handling by DO N KEY DELIVERIES will not violate any agreements, legal statutes, or court orders.
- If you share any personal information about third parties, you confirm that you have the appropriate authorization to do so, and grant us permission to process this data in accordance with this policy.

### KEY DEFINITIONS

To ensure clarity, the following terms are defined as they are used within this policy:

- **Riders:** Independent operators or delivery professionals who wish to offer their services on the DO N KEY DELIVERIES platform to customers.

- **Customers:** Individuals or businesses seeking to avail themselves of transportation or delivery services provided by Riders or Vendor Partners through the DO N KEY DELIVERIES platform.
- **Vendor Partners:** Third-party businesses or service providers offering transportation or delivery solutions via the DO N KEY DELIVERIES platform. These partners directly provide services to customers on the platform.
- **Service Providers:** Entities or individuals who utilize the DO N KEY DELIVERIES platform to offer their services, such as transportation, delivery, or other related services, to customers. As the platform provider, DO N KEY DELIVERIES facilitates these services but does not directly offer them.

## WHAT INFORMATION DO WE COLLECT?

### INFORMATION YOU PROVIDE TO US

#### 1. Service Providers

**Service Providers** are entities or individuals who offer transportation or delivery services at specific locations, as part of your platform's network. They play a key role in managing the services provided to customers, such as booking rides, handling deliveries, or assisting with vehicle-related services. These providers are responsible for collecting and storing key customer information such as:

- **Phone numbers**
- **Email addresses**
- **Booking details**
- **Location coordinates**

#### Role in the system:

- They use the platform to receive booking requests and process them based on the details provided by the customer.
- They may also facilitate the delivery of products or transportation services to end users in their region.
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#### 2. Riders

**Riders** are individuals who work in transportation and delivery businesses through the platform. They can be:

- **Bike taxi riders** (transporting passengers from one location to another)
- **Delivery riders** (delivering products to customers)
- **Auto and cab drivers** (providing passenger transport services through the platform)

#### Rider Roles:

- They use the platform to connect with users and manage their bookings (e.g., accepting ride requests, delivering products).
- Riders may interact with users directly through messages, phone calls, or notifications.
- Key Information Collected: Name, phone number, vehicle details, and location information for effective route management and service delivery.

### **3. Customers (End Users)**

**Customers** are individuals who seek transportation or delivery services through the platform. They can book rides or deliveries based on their needs, either using the mobile app or other communication methods.

#### **Role in the system:**

- Customers may place orders for products, book rides, or request delivery services.
- They interact with service providers, riders and shop vendors, but their primary communication is with the rider or service provider for the services they request.

### **4. Shop Vendors**

**Shop Vendors** are businesses or individuals that sell products or services through the platform. These vendors may use your platform to sell their goods and require delivery services to fulfill customer orders.

#### **Role in the system:**

- Vendors provide product information and availability.
- They rely on riders or service providers to deliver their products to customers.
- Third-party shipping options: Some vendors may opt to ship their products through third-party services. In such cases, the vendor will need to share their details with the third-party provider, and it is important to refer to their privacy policies when doing so.

### **5. Business Collaboration for Delivery Partners**

**Business Collaboration Partners** are other businesses or platforms that collaborate with your company for delivery services. These partners integrate your software with their existing systems, enabling seamless delivery or transportation solutions within their business models.

#### **Role in the system:**

- These partners act as official delivery partners, using the platform to extend their services and improve operational efficiency.
- Integration allows these partners to access resources such as riders, service providers, and backend infrastructure to manage logistics.

## 6. Other Key Definitions

- **Personal Information:** Data that can identify a person, such as name, phone number, email address, and payment details. This information is used for booking, communication, and transaction purposes.
- **Transaction Information:** Details about the trips, deliveries, products ordered, and payment transactions.
- **Location Data:** Collected when riders, drivers, or customers use the platform. This helps improve routes, manage service requests, and ensure safety.
- **Device Information:** Technical information about the device being used to access the platform, such as device type, operating system, and browser information.

### INFORMATION WE COLLECT AS YOU ACCESS AND USE DO N KEY DELIVERIES PLATFORM

**Transaction Information:** We collect transaction-related data such as trip details, pickup and drop-off addresses, distance travelled, and payment information.

**Location Data:** We collect precise or approximate location data from your device to enable service functionalities such as routing and delivery tracking.

**Device Information:** Information like device type, OS version, IP address, and mobile network data that helps improve your experience on our platform.

**Cookies:** We may collect data via cookies for performance and personalization. You can disable cookies through your browser settings, but certain features may not function properly.

### OTHER TERMS

- **Third-party Service Providers (TPSP):** In some cases, we may use third-party services for identity verification, payment processing, or other necessary functions.
- **Usage Information:** We may collect anonymous usage data to analyse platform activity and improve our services.

### HOW WE UTILIZE THE INFORMATION WE COLLECT

At **DO N KEY DELIVERIES**, we gather your information to enhance your overall experience and to ensure that we deliver our services efficiently. The collected data is used in line with this policy for the following reasons:

- **Access to the DO N KEY DELIVERIES Platform:**  
We use your information to grant you access to our platform, allowing you to easily manage bookings, deliveries, and other services.
- **Verification of Your Identity and Service Capabilities:**  
To meet legal standards and ensure you are qualified to provide services through our platform, we verify the identity of service providers, riders, and vendors.

- **Tracking Usage Patterns:**

We analyse how users interact with the platform, such as frequently accessed features or services like trip history and delivery requests. This helps us better allocate resources to areas with high demand.
- **Confirmation Messages (Email/SMS):**

After registering or making a booking, we may send you a welcome message or SMS to confirm your account details like username and password.
- **Optimizing App Experience Based on Device:**

By collecting device-specific information, we tailor the app version to match your device's requirements, ensuring optimal performance and resolving any issues that may arise.
- **Technical Support and Issue Resolution:**

Information gathered enables us to diagnose and address platform or server issues, ensuring a smooth and seamless service for all users.
- **Important Service Announcements:**

In certain cases, we may inform you about service interruptions such as scheduled maintenance. You have the option to deactivate notifications if needed.
- **Security and Fraud Prevention:**

We continuously monitor activities on our platform to detect and address any security threats or potential fraudulent activities, ensuring a safe environment for everyone.
- **Sharing Information with Service Providers:**

We share key details such as the service provider's photo, contact number, and other relevant information (like vehicle details) with customers and riders, ensuring smooth communication and effective service delivery.
- **Sharing Customer and Rider Information:**

We display the customer's and rider's photo, contact number, and vehicle details when necessary to facilitate communication, improve safety, and ensure efficient service delivery.
- **Geo-Location Data for Service Improvement:**
  - For Customers: We collect location data to help you find nearby riders, track deliveries, and ensure a smooth pickup process.
  - For Riders and Service Providers: Geo-location is used to dispatch service requests efficiently based on proximity to improve safety and service quality.
- **Personalized Offers and Rewards:**

Based on your activity and consumption patterns, we may offer personalized promotions, rewards, or offers to enhance your experience with us.
- **Internal Analysis and Platform Improvement:**

We use your data for business analysis, helping us improve the functionality, performance, and usability of the platform.
- **Compliance with Terms and Conflict Resolution:**

Your information may be utilized to ensure adherence to our terms and conditions and to resolve any disputes that arise between parties.

- **Legal Compliance:**  
We share your data when necessary to comply with applicable laws, government regulations, or law enforcement agencies.
- **Contractual Obligations and Rights Protection:**  
We use your information to fulfil contractual agreements with our service providers, riders, and vendors, ensuring mutual compliance with agreed terms.
- **Partner Integration:**  
If you're a Business Collaboration Partner, certain information may be shared with you for the purpose of fulfilling orders or managing services, always adhering to privacy standards and agreements.
- **Administrative Communications:**  
We may contact you through various channels like SMS, WhatsApp, email, or social media to keep you updated on your account status or other relevant service-related information.
- **Collaborations and Promotional Activities:**  
If you're involved in a business collaboration, your information may be shared with our partners (e.g., third-party delivery services or vendors) for internal use or special offers. We ensure that your data is not used for targeted advertising without your permission, but encourage you to verify promotional practices with the respective third parties, as we can't control their actions.
- **Other Purposes with Your Consent:**  
Any additional information you provide may be used for the specific purposes it was collected for or any other agreed-upon purpose with your consent.

## How We Protect and Share Your Information

At **DO N KEY DELIVERIES**, we take your privacy seriously. We do not sell, rent, or trade your personal information to anyone, except in cases as outlined below. Here's how and when we may need to share your details:

**Your Consent and Sharing with Third Parties:** When you agree to receive marketing offers or information from third parties through our platform, your personal details will be shared with them. These third parties have their own privacy policies, which we encourage you to review before agreeing to share your information. If you change your mind later, you can contact them directly to opt out.

**Working with Trusted Partners:** To provide our services effectively, we collaborate with third-party service providers (TPSPs) who assist with hosting, payment processing, customer support, fraud prevention, and more. These providers may have access to your personal information, but only for the purpose of delivering their services. We ensure that they meet the same data protection standards we follow.

**Services in Collaboration with Others:** Some services we offer may involve co-branded partnerships with other businesses such as lenders, sponsors, or charitable organizations. If you choose to engage with these services, your personal details may be shared with both us and the third-party organization. Always be sure to check the privacy policies of these partners before sharing your information.

**Promotions and Contests:** If you participate in any promotions or contests on our platform, your personal details may be used for winner selection, prize distribution, and promotional activities. These actions are governed by the specific rules of each contest, and your information may be shared accordingly with the third-party organizers.

**Compliance with Legal Obligations:** We may disclose your personal information when required by law or when we need to protect the rights, safety, and security of DO N KEY DELIVERIES or others. This may include complying with legal processes, preventing fraud, or addressing other security concerns.

**Business Changes and Data Transfers:** In the event of a business transfer, merger, or acquisition, your information may be transferred to the new owner or operator of our services. We will ensure that your privacy rights continue to be respected in such transitions.

**Improving Our Services:** We may share your information for the purpose of conducting market research, improving our offerings, or customizing services to better suit your needs. These insights help us enhance your experience with us.

**External Content and Links:** Our platform may include links to external websites and services that are not controlled by us. Once you leave our platform, the privacy policy of the third-party site applies. Please review their policies before sharing any personal information.

## **Handling Your Information with Care at DO N KEY DELIVERIES**

At **DO N KEY DELIVERIES**, safeguarding your personal information is our priority. Please note that the following guidelines outline how we collect, store, and handle your information across various services, including transportation, delivery, and business collaboration partnerships.

### **Information Handled by Our Riders and Driver Partners**

Our policy does not extend to any personal information you provide directly to our Riders or Driver Partners while using our services. These individuals or service providers may collect information from you in the course of providing transportation, delivery, or rental services.

### **Updating or Cancelling Your Account**

You're in control of the information you provide us. If your details change or if you wish to stop receiving services, you can modify or update your personal information directly through your account page or by contacting us.

If we encounter any issues with your information (such as inaccuracies or missing details) that prevent us from providing you with services, we may need to restrict access to your account. In such cases, you will receive a notice at the email address linked to your account.

To cancel your account or request the discontinuation of services, please reach out to us through the WhatsApp support number at 9363455953 or via the contact details provided on your trip bill. Be aware that some services may not be available if your information is incomplete or inaccessible.

### **Data Retention Policy**

We keep your data for as long as your account is active and to fulfil the services you've requested. After deactivating your account, we may retain your personal information, including trip history and

geo-location, for up to 180 days. This period is necessary to resolve any disputes, investigate issues, and prevent fraud. Post this period, we may anonymize your data for analysis, ensuring it's only used for improving our services.

### **Our Commitment to Security**

We protect your information with industry-standard security measures like encryption, firewalls, and Secure Socket Layers (SSL). While we implement robust safeguards, no system is completely impenetrable. We cannot guarantee the security of all data, and it's important that you keep your account details, including passwords, confidential.

### **Children's Information**

We do not knowingly collect information from individuals under the age of 18. Our services are available to those capable of entering into legally binding contracts under applicable law.

### **Support and Assistance**

For any questions or issues regarding the processing of your personal data, you can reach us on WhatsApp: 9363455953. Our support team will be happy to assist you with any concerns you may have.

### **Modifications to This Policy**

We reserve the right to update or modify this privacy policy at any time to reflect changes in our practices. Any changes will be effective immediately upon posting the revised policy. If significant changes are made, we will notify you through the email linked to your account or provide notice within the app. Your continued use of our services indicates acceptance of the updated terms.