**About Car Care:**

As the number of vehicles in Saudi Arabia is growing, approximately 6 million cars are found on the roads of Saudi Arabia. With the growing number of cars the issue of car services has been considered one of the biggest challenges in our everyday lives. The aim of this study is to utilize technology that provides web applications that can be used in Saudi Arabia by car owners. This collaborative web application offers workshop business and individuals with a platform to offer numerous services such as vehicle servicing, car cleaning, oil change, car shift, and driving instruction service. in addition to that It gives individuals the option to rent their vehicles and showing the nearest workshop based on the customer location . In also , it helps customers to purchase car parts.

**Privacy Policy - for service providers**

These controls and provisions are considered an official document "contract" between the trademark owner's IT digital transaction (Car Care) and the application users (customers and service providers). These controls and provisions define your use of the CarCare application, which is an electronic marketplace that brings together mobile maintenance service providers and customers using the application, as Car Care allows mobile service providers to contact the customers who use the application and provide services to them, stopping what the application provides. Any use by you of the services provided by the Car Care application constitutes your agreement to this contract and its provisions, and accordingly, you must not use the application if you do not agree to the terms and conditions contained in this contract.

The Car Care administration has the right to amend or change these controls and conditions without prior notice, and it is your responsibility as a user of the application to review the terms and conditions of use periodically to find out updates to the terms and conditions of use.

**Eligibility for services You acknowledge and warrant the following:**

• That your use of Car Care services has never been suspended or prevented from using it at any time.

• You are not a competitor to Car Care, and you do not provide any product or service through its use.

• You have full capacity and authority to contract, and by doing so, you will not be in breach of any law or contract Pledges and guarantees You acknowledge and undertake that:

• Abide by the laws and regulations in force in the Kingdom of Saudi Arabia.

• It provides correct and accurate information to Car Care and updates it periodically.

• You agree to any notices sent by Car Care regarding your use of the service provided by the application.

• All information and data or any content that you access through the Bencheri services is for personal use. You will use the application and the service exclusively for the agreed purposes and will not sell it to any third party.

• You will only use the application for legitimate and normal purposes, and you will not use it for illegal matters or for fraud.

• You will not use the service or application in contravention of any of the Sharia or legal-legislative rules or deviating from public morals or state custom.

• Not to harm the service or application providers or customers in any way.

• You will maintain the password for your account or any means of identification we provide to you and allow access to your account, securely and confidentially.

• You provide us with all the data proving your identity in accordance with the Bennshare operating plan.

• When you request the Roadside Assistance service using SMS, the usual fees for these messages will be applied.

• Car Care has the right to refuse to provide any service, activate any account, or use the application without giving reasons.

• You will not cancel the service when the driver arrives to implement the service, and that your right to cancel the service is limited to a period of (5) minutes after submitting the request with the reasons for the proposed cancellation and that if the service is canceled for any reason after the grace period to cancel the request, the service will be blocked. You are permanently removed as a result of the repeated cancellation process

• Your violation of any of the aforementioned terms of use or any law or regulations in force legally, legally or commercially in the Kingdom, whether or not referred to in these terms of use, exposes you to assume full responsibility towards the competent authorities.

• Your violation of any rights of third parties, including mobile maintenance service providers covered by the application, waives all responsibility for Car Care as a service intermediary.

**The scope of the license**

The license gives you non-transferable, non-assignable, and non-upgradeable.

• You are not allowed to order or resell any of the services or services within the application to a third party.

• Deletion, alteration, or other modification of the copyright and operating rights and official fees for messages in the services is prohibited.

• Gives you the ferry with fees.

• It is prohibited to use a login account, password or other shared by more than one person to access Car Care services.

**The prices**

the prices shown in the service are for each individual service, offering an occasional value between more than one distinct service with a ceiling and a minimum, and the price provided by multiple service providers varies according to one request, service request and availability of service providers within the scope of the search. As for the transportation of vehicles (flat), the prices of express transportation are in addition to the type of surface, the distance, the duration of the journey covered by the vehicle and the time of sending the request.

**Dear service provider:**

There is a lower price and a higher price for providing services that must be adhered to during submitting your quotation for the required service and you have the right and freedom to choose the appropriate price between the minimum and the highest for the service, and peak hours are usually included under the upper price limit (peak hours from 12 am until 7 am - from 12 pm until 4 pm).

**Payment:**

• Car Care has the right to impose new fees for subscribing or using the application or service or all of them. Carcare may place restrictions or features on certain services or block your access to parts of the service or the entire service without notice or liability.

• The approximate prices that mobile maintenance service providers apply for the service can be found on the website or through the app.

• Car Care has the right to amend or update prices from time to time as required by the interest of the business.

• You must pay the value of the service to the service provider according to the approved methods Car Care (cash or electronically), and as soon as the service is provided to you and all that results from that, and you acknowledge that any amount paid is not refundable. • In the event that the CarCare application crashes during the provision of the service for any reason, whether the reason is due to CarCare technologies or to your equipment, you are obligated to pay the value of the basic fee previously agreed upon to the service provider and according to which the service was approved.

• You must always be honest with regard to the value and truth of services, opening the meter, etc., and you acknowledge that in the event that any fraud, manipulation or deception is discovered, you will be subject to accountability and legal prosecution, which includes cancellation, membership cancellation, and financial compensation as a result of damages at all levels that reach Up to (10,000) Saudi riyals legal responsibility

• The responsibility for the service provided by using Car Care is entirely or partly on the shoulders of the service provider who provides it directly to you, and Car Care is not responsible for any error or defect.

• Car Care does not bear any responsibility for the mobile maintenance services provided by or arising from the direct service provider. Car Care is not responsible for any actions or reactions on the part of the mobile maintenance service provider or the customer requesting the service. • Any comments or dissatisfaction with mobile maintenance services should be submitted to the direct service provider. Modify services - Car Care Management reserves its full right at any time to change, increase, decrease or stop services. - In the event that a service is requested by the customer and another defect is discovered, the service shall be amended to the new request with the calculation of the upper limit upon the agreement of the two parties

**Limitation of liability**

• Car Care does not provide any guarantees, explicit or implicit, regarding the services, they are all provided "as it is".

• Car Care app clearly disclaims its responsibility, to the fullest extent possible in accordance with the law, for all guarantees, including, but not limited to, guarantees of fitness for a specific purpose, suitability to specific specifications and markets, and the viability of property rights for sale. Car Care does not guarantee the accuracy, content, or timeliness of the services or the results that may or may not be obtained by the user of the services. Carcare, its agents, licensors, or subsidiaries will not be liable in any case for direct or indirect damages, penalties, special damages, or incidental or consequential damages (including but not limited to damages resulting from loss of profits. Business disruption, loss of business information or other financial losses) arising directly or indirectly from accessing and using services (or failure to use them) or reliance on them. Safety

• You acknowledge that you are responsible (service provider or customer) for the privacy of data, and you are responsible for its use by anyone else using your account and / or username or password.

• You agree to notify the management of Benshari if it finds any unauthorized use of any password, username, or other methods of accessing the application services. Interactions with others

• During your use of Car Care, links to websites owned and controlled by unknown persons may from time to time exist in order to correspond with others, purchase products or services from them, or participate in the promotional offers that we offer. It takes you outside of the website, application and service, which are outside of Car Care's control. The websites that you can link to have independent terms and conditions as well as an independent privacy policy. CarCare assumes no responsibility for the content and activities of these websites and cannot be held accountable for them. Therefore, you bear all the consequences and responsibility that results from visiting or entering these sites. Contract term and termination

• The partnership in the contract between you and Car Care is for an unlimited period. You have the right to terminate the contract at any time to inform the Car Care administration and permanently delete the application installed on your phone, thereby suspending your use of the application. You can also close your user account at any time. Car Care authorizes you to terminate the contract at any time (by disabling your use of the application), in case you do any of the following: o Your failure to comply with any of the terms of the user. o If the Bnshry administration finds that you are misusing the application or service.

• Car Care is not obligated to send prior notice of contract termination. Invalidation of one or more judgments

• The nullity of any provision of the present user conditions does not affect the validity of the remaining provisions contained therein.

• In the event that there is any invalid provision in the terms of the present user or the existence of an unacceptable judgment in certain circumstances in accordance with the criteria of reasonableness and fairness and to this extent only, a ruling is applied instead between the two parties by a ruling that is acceptable in consideration of all circumstances and is consistent with the provisions of the false condition as much as possible, taking into account the content These User Terms and Purpose.

Modify the service and user terms Car Care reserves the right, at its sole discretion, to amend or replace any of the conditions of this user, or change, suspend or discontinue the service or application (including but not limited to, providing any feature, database or content) At any time, by publishing a notification on the site or by sending a notification to you through the service or application or via e-mail. Notification Car Care has the right to send a notification by sending a general announcement about the service or application, or by sending an email to your mailing address registered in the account information with Bnoorie. Applicable law and dispute resolution

**The terms and conditions**

The terms and conditions of use of its legal channels apply to any dispute or claim arising from a breach of one of the terms and conditions of the user contract or any violation thereof or misuse of the site, service or application, the laws and regulations applicable in the Kingdom of Saudi Arabia.

**Conditions as a service provider**:

First: The formula included in the contract and what it is

• All controls and conditions are a formal agreement between the Car Care application and the service providers for cars, as Car Care is an online marketplace that combines the suppliers and a customer who needs service for his car, through the website or the application of (Car Care). According to what is available from the services available in Car Care, your use of the services provided by Car Care is considered your agreement to the contract, and you must agree to fully agree to all terms and conditions, and Car Care has the right to amend or change the terms and conditions without prior notice.

• You should review the terms and conditions periodically.

**License to provide the service**

Car Care grants you a license that is not exclusive to you, and you do not have the right to assign or sub-transfer or otherwise and the primary responsibility rests with the primary user who was granted the right to use, and it is not permissible to enter a third party without the prior consent of Car Care.

You acknowledge and undertake that:

• To be 18 years old or over

• Provide a bank account (for institutions and individuals)

• Not to impede the proper operation of the Car Care application

• Do not attempt to harm the service, application, or customer in any way.

• By maintaining the password for your account or any means of identification within the application and ensuring access to your account, securely and confidentially.

• Provide all data proving your identity in accordance with Car Care terms.

• Car Care has the right to refuse your use of the application or block you from providing service through it without giving reasons.

• The service provider complies with all applicable laws in the Kingdom of Saudi Arabia You must take all necessary measures related to safety and security in general and comprehensively • Providing the service to the customer must be legal, so that the cars affected by accidents are not allowed to be transported without a prior transfer permission from the traffic. Maintaining the confidentiality of the client's information provided to him by Car Care

• You are the first security man, so you must inform the security authorities when suspected or suspected of any security breach

• You must commit to providing the service agreed upon in the customer’s request, and when another service is needed, the customer must make a new request through the application.

• You must provide all permits and official papers for yourself and the vehicle through which you provide services to customers Prices and payment

• Prices shown are in local currency (SAR)

• Prices shown in the application are approximate and may differ according to the region and time

• You have the right to set your price as a service provider, taking into account the upper and lower limits, so that the price does not repeat from another provider at the same time

• In the case of changing the service after the provider arrives, the upper limit for the new service is calculated after notifying the two parties in exchange for the time

• Car Care has the right to review the invoices submitted through the system, verify any complaint, and take the necessary action without the right to object, permission and approval.

• You acknowledge and agree that your submission of any of the listed and approved services in Car Care will result in charging you a fee of 20% or calculating the fee in exchange for your use of the application and providing the service to customers using the application Fees include taxes applicable in the country's system, and all fees you pay are final and non-refundable

• Financial entitlements and fees incurred by you in exchange for providing services through the application are due for collection on a weekly basis, and the method of payment is (deposit, bank transfer or deduction from the balance) and Car Care has the right to amend or review fees for any of the services at any time without consent

• You are obligated to collect the value recorded in the invoice issued by the customer by the methods approved in the application, and in the event of a technical defect, you are obligated to collect the agreed value initially

• Prices vary in times of offers and seasons, or for some Car Care customers as discounts, so you must adhere to the pricing with an acknowledgment of my right to publish the change

• You pledge to be honest in using the application and while providing the service with regard to the value and validity of the operations, and you acknowledge fully responsibility for any defect with the intention of manipulating or circumventing prices or distances in front of the legal procedures taken by Car Care

**Evacuation responsibilaty :**

• Car Care is not responsible for any material or moral damages and losses, nor for private or public obligations regarding failure of the customer to pay the amounts owed to the service provider and he has no right to request compensation from Car Care

• Any personal disputes, technical damages, criminal incidents, etc. between the customer and the service provider.

• Car Care has no relationship with it or legal responsibility for it in front of the security and official authorities. Duration and termination of the contract

• Once you use the application, this contract begins and continues unless one of the terms or conditions of use is violated

• Car Care has the right to terminate the contract (service blocking) immediately in case of violating the terms of use or one of them Or in the event of misuse of the service provided to the customer or deliberate abuse of the application

• You are not entitled to request a warning or warning before the service is blocked or the contract is terminated. Car Care is not obligated to do so

• Car Care has the right to stop, block, amend or suspend the service without showing reasons and without prior notice to one of the parties, and it reserves the right to assess the interest in modifying or deleting the user, provider or service and is not obligated to pay compensation for that.