



Privacy & Policy

Your privacy is important to **DeleMate Services Private Limited** (the "Company," "we," "DeleMate," "us," or "our").

This **Privacy Policy** ("Policy") outlines the policies and procedures regarding the collection, use, processing, storage, retrieval, disclosure, transfer, and protection of your information, including personal and sensitive personal data or information ("Information"), that DeleMate may receive through your online access, interaction, or use of the **DeleMate mobile application** ("DeleMate App") or our website located at (www.delemate.com) (collectively referred to as the **DeleMate Platform**) or through your offline interactions with us, including via email, phone, or in person, or while using our delivery services.

The terms "you" and "your" refer to a **Mate**, a **Sender**, or any other user of the DeleMate Platform and/or anyone availing of the services (collectively referred to as the "Services") offered by DeleMate, as detailed in the terms and conditions applicable to you (and available on the DeleMate Platform).

The term "Services" refers to any services offered by DeleMate in accordance with the terms and conditions applicable to users of the platform.

Capitalized terms not defined in this Policy have the meaning assigned to them in the terms and conditions applicable to you on the DeleMate Platform.

Please read this Policy carefully before using the DeleMate Platform or submitting any Information to DeleMate. This Policy is part of and is incorporated within the terms and conditions applicable to users of the DeleMate App and is to be read in conjunction with those terms.

USER ACCEPTANCE

By accessing or using the **DeleMate Platform** or the Services, you agree to and accept this **Privacy Policy**, along with any amendments made by the Company at its sole discretion and posted on the DeleMate Platform from time to time.

Any collection, processing, retrieval, transfer, use, storage, disclosure, and protection of your information will be in accordance with this Policy and

applicable laws, including but not limited to the Information Technology Act, 2000, and the rules framed thereunder ("Applicable Laws"). If you do not agree with this Policy, please refrain from using or accessing the DeleMate Platform.

You hereby represent to **DeleMate** that:

1. The information you provide to DeleMate from time to time is and will be authentic, accurate, current, and up to date, and you have all the necessary rights, permissions, and consents to provide such information to DeleMate.
2. Your provision of the information, as well as DeleMate's subsequent collection, storage, usage, transfer, access, or processing of such information, will not violate any agreements, Applicable Laws, charter documents, judgments, orders, or decrees.
3. If you provide us with any information related to other individuals, you represent that you have the authority to do so and to permit us to use such information in accordance with this Policy.

DEFINITIONS

Unless otherwise provided in this Policy, the terms capitalized in the Policy shall have the meanings as provided hereunder:

- **"Mate"** means independent individuals who offer peer-to-peer delivery services on the **DeleMate Platform** to a user/Sender.
- **"Co-branded Services"** shall have the meaning assigned to the term in paragraph 5(c) hereto.
- **"Receiver"** shall mean a person who wishes to receive delivery services from Mate on the DeleMate Platform.
- **"Sender"** shall mean a person who wishes to send delivery services to Mate on the DeleMate Platform.
- **"Device"** shall mean any computer, mobile phone, or other electronic device used to access the Services.
- **"Device Identifier"** shall mean the IP address or other unique identifier associated with the Device.
- **"Promotion"** shall mean any contests, offers, or other promotions made available by us.

- **"Personal Information"** shall mean such categories of information that could reasonably be used to identify you personally, including your name, email address, and mobile number.
- **"TPSP"** shall mean a third-party service provider.
- **"Usage Information"** shall have the meaning assigned to the term in paragraph 3(II) hereto.

WHAT INFORMATION DO WE COLLECT?

INFORMATION YOU PROVIDE TO US

Personal Information: We may ask you to provide certain Personal Information necessary for the provision of our services. This information may be collected through account registration forms, contact forms, or other means of interaction, both online and offline. When you sign up to use the DeleMate platform, we will only request personal information that is essential for lawful purposes and is connected to the delivery of our services.

The information you provide includes:

- **Account Information:** When you create or update your DeleMate account, we may collect details such as your email address, name, address, mobile number, date of birth, photograph, gender, and payment-related information, where permitted by law.
- **Saved Information:** While using our services, we may collect and store information that enables us to process your requests and complete forms for future transactions. This may include phone numbers, addresses, email addresses, billing information, and emergency contact details.
- **Verification Information:** If you are a **Mate** (the individual providing delivery services), we may collect information such as profile pictures, real-time selfies, government-issued identification documents (such as Aadhaar or PAN), license details, and other Know Your Customer (KYC) information. We may also collect vehicle-related documents such as registration certificates, insurance, pollution certificates.
- **Background Check Information:** We may collect background check and identity verification details from Mates, which could include driver history, criminal records, and other right-to-work information. Some of this

information may be collected by third-party service providers (TPSPs) on our behalf.

- **Other Information:** You may provide additional information when contacting DeleMate for customer support, submitting forms, or using in-app messaging. We may also collect details when you provide ratings, reviews, or comments on the platform.

In addition, you agree not to upload, display, or share any information that:

- Is harmful, offensive, harassing, obscene, racially or ethnically objectionable, or otherwise unlawful.
- Misleads the recipient regarding the origin of messages or contains false information.
- Threatens the security or sovereignty of India, public order, or promotes violence or fraud.

INFORMATION WE COLLECT AS YOU ACCESS AND USE THE DELEMATE APP

- **Transaction Information:** We collect data related to deliveries, such as pick-up and drop-off locations, payment transaction details, distance traveled, and more.
- **Location Data:**
 - **Mates:** DeleMate collects location data when the app is running in the foreground or in the background on your mobile device. This data helps track deliveries and ensures the safety of all parties involved.
 - **Customers:** We collect your location data when you enable it in your device settings. This helps us provide precise delivery information, enhance pick-up and drop-off accuracy, and prevent fraud.
- **Usage Information:** We collect data on how you interact with the DeleMate app, including browsing activity, searches, and app usage behavior. This helps us improve your overall experience.
- **Device Information:** We collect technical details about the device you use to access DeleMate, such as its model, software, preferred language, operating system, and network information. This helps improve app performance and provide necessary software updates.

- **SMS/Text Messages:** Upon your consent, we may collect SMS data to facilitate one-time passwords (OTPs), automatic form filling during transactions, and other device verifications in compliance with applicable laws.
- **Call Details:** We may record calls with Mates to assist with troubleshooting or service-related inquiries.
- **Cookies:** We use cookies to collect information about how you interact with the platform. You can disable cookies through your browser or device settings, but this may affect your experience with some features of the app.

INFORMATION THIRD PARTIES PROVIDE ABOUT YOU

We may also collect information about you from third parties or other sources, such as business partners, TPSPs, analytics providers, and publicly available data.

USE OF INFORMATION COLLECTED

Our primary objective in collecting your information is to provide you with a seamless and enhanced experience while using DeleMate's services. The information we collect may be used for the following purposes in accordance with this Policy:

- To allow you to access and use the DeleMate platform and its services.
- To verify your identity and eligibility under applicable laws, especially if you are a **Mate**(delivery provider) offering services on DeleMate.
- To monitor the features you use most and improve user experience based on usage patterns, geographic locations, and feedback to focus resources on needed areas.
- To send you a welcome email or SMS for verifying your username and password and to ensure you have the correct app version based on your device type. We also use this information for troubleshooting and, in some cases, for marketing purposes.
- To diagnose technical problems with our servers, administer the DeleMate platform, and send essential service-related announcements, such as when services are suspended for maintenance.

- To prevent, detect, and investigate violations of our policy or terms of use, including but not limited to security breaches, fraud, abuse, money laundering, and criminal activities, and to take appropriate action when necessary.
- For delivery purposes, we may provide your name, pick-up address, contact number, and other relevant information to the **Mate** who accepts your delivery request to help them contact and locate you.
- **Geo-location Data:**
 - **Senders:** We use your location data to display Mates near your area, automatically fetch your location for more accurate delivery details, and allow you to share this data with others for your safety (if you choose to do so).
 - **Mates:** We use your location data to allocate deliveries near your location, even when the app is not in use. This enables customers to track your position for efficient pick-up and delivery, enhancing safety and user experience.
- To process transactions, track delivery details, and store relevant history, including pick-up/drop-off addresses, payment details, and delivery times.
- For Mates, we use your information to conduct background checks and verify KYC documents (e.g., Aadhaar, PAN, driver's license, vehicle registration) to ensure compliance and safety.
- To provide you with service updates, special offers, and promotional materials based on your use of DeleMate and consumption patterns, sent via email, SMS, or social media (including WhatsApp).
- To tailor the DeleMate platform and services to your preferences, such as delivering relevant offers or rewards based on your usage.
- To analyze performance, fix errors, and enhance the usability and effectiveness of the DeleMate app and platform.
- To comply with applicable laws, regulations, and requests from government, law enforcement, or judicial authorities.
- To enforce our terms and conditions, resolve disputes, and fulfill obligations arising from contracts between you and DeleMate.
- To share necessary information with affiliates, employees, agents, and representatives to facilitate the provision of services on a need-to-know

basis.

- To send you important notices, alerts, or other communications relevant to your use of DeleMate, through email, SMS, or other media.
- If you use our services through a third-party arrangement (e.g., promotional discounts), we may share your information with that third party, limited to internal business purposes only.
- For any other purposes disclosed at the time you provide the information or as otherwise outlined in this policy, with your explicit consent.

Please note that we do not use the information collected from you for targeted advertising.

COOKIES

The DeleMate platform, along with third parties we collaborate with, may use cookies, pixel tags, web beacons, mobile device IDs, "flash cookies," and similar technologies to collect and store information related to your usage of our services and third-party websites. Cookies are small files stored on your browser or device by websites, apps, and online media to track and enhance your online experience. We use these technologies for several purposes, including:

- To verify your identity and authenticate you when using DeleMate services.
- To save your user preferences and settings, so you don't have to adjust them each time.
- To track which content, features, or services are most used or viewed.
- To deliver advertisements, measure their effectiveness, and understand how users interact with them.
- To analyze traffic patterns, trends, and overall user behavior on the DeleMate platform, which helps us improve the app's usability and services.

A **pixel tag** (also known as a web beacon or clear GIF) is a tiny, invisible graphic embedded on web pages or emails. It helps track user activities on a webpage, ad impressions, or clicks, and also enables access to cookies on users' devices. We use pixel tags to measure the popularity of different DeleMate pages, features, and services. Additionally, we may embed web beacons in

email messages or newsletters to determine whether the message has been opened, helping us refine our content and communication strategies.

To adjust your cookie settings, you can visit your browser's settings. By continuing to use our services with cookies enabled in your browser settings, you consent to our use of cookies as described in this section.

We may also collaborate with third parties to provide audience measurement, analytics, and advertising services on our behalf. These entities may use cookies, web beacons, SDKs, and similar technologies to identify your device while using DeleMate and across other websites or services. This helps in tracking and reporting the performance of advertisements, improving ad targeting, and understanding the overall interaction with online ads.

For more detailed information on the use of cookies and similar technologies, including your options and preferences, please refer to our Cookie Policy.

HOW AND WHEN DO WE DISCLOSE INFORMATION TO THIRD PARTIES

At DeleMate, we do not sell, share, rent, or trade the information we collect about you, except as outlined in this Privacy Policy or at the time of collection. Below are the circumstances under which your information may be shared:

WHEN YOU AGREE TO SHARE INFORMATION WITH THIRD PARTIES

You may choose to receive information or marketing offers directly from third parties by clicking on third-party links within the DeleMate app. If you agree to share your personal information with third parties, your data will be shared with them, and their use of your information will be governed by their privacy policies. We are not responsible for the privacy practices of third parties, and we advise you to review their policies before consenting to share your data. Should you no longer wish to receive communications from any third party, you must contact them directly.

THIRD PARTIES PROVIDING SERVICES ON OUR BEHALF

We may share the information you provide with our Third-Party Service Providers (TPSPs), business partners, and agents. These third parties assist in facilitating our services by performing specific functions on our behalf, such as

hosting services, tracking analytics, processing payments, providing geo-location data, customer support, identity verification, anti-fraud services, and technical support. They will have access to your personal information solely to fulfill these services. Each TPSP is required to ensure the same level of data protection as DeleMate and is contractually prohibited from using your personal information for any other purpose.

Certain third-party providers, especially those handling analytics, may set and access their own cookies or similar technologies on your device to collect and access information about your use of the services.

CO-BRANDED SERVICES

Some services provided through the DeleMate platform may be in partnership with third parties, such as credit providers, sponsors, or other businesses. These are known as **Co-Branded Services**, and they may require you to disclose personal information to both DeleMate and the third party. By registering or signing in to a co-branded service, you consent to the collection and use of your personal information by the third party in accordance with their privacy policy.

CONTESTS AND PROMOTIONS

From time to time, we may offer promotions or contests through DeleMate that require registration. By participating, you agree to the official rules governing the promotion, which may allow the promotion sponsor to use your personal information (such as name, voice, or likeness) for marketing purposes. Your personal information may also be disclosed to third parties or the public in connection with the administration of the promotion, including winner announcements, prize distribution, and legal compliance.

ADMINISTRATIVE AND LEGAL REASONS

DeleMate cooperates with government and law enforcement officials and private entities to ensure compliance with applicable laws. We may access, use, preserve, transfer, and disclose your personal information if we reasonably determine such actions are necessary to:

- Comply with legal obligations, including laws, regulations, subpoenas, or government requests.

- Investigate and enforce compliance with our terms of service or this policy.
- Protect the rights, safety, and security of DeleMate, our users, third parties, or the general public.
- Detect and address fraud, security, or technical issues.
- Prevent illegal, unethical, or harmful activities.

AFFILIATES AND BUSINESS TRANSFERS

We may share your information with our parent companies, subsidiaries, and affiliates for internal business purposes. Additionally, in the event of a corporate merger, acquisition, restructuring, or sale of our assets, we reserve the right to transfer all data, including your personal information, to the new owners as part of the business transaction.

MARKET STUDY AND OTHER BENEFITS

We may share your personal and usage information with third parties for purposes such as conducting market research, analyzing data, customizing products or services, or offering new benefits, services, or products to you. This helps us enhance the DeleMate platform and provide you with relevant offers and improved services.

DATA SECURITY PRECAUTIONS

At DeleMate, we prioritize the security of the information you provide. To safeguard your personal data, we have implemented appropriate technical and security measures.

We utilize vault and tokenization services from trusted third-party providers to protect sensitive personal information, such as payment details. Our third-party service providers for vault and tokenization services, as well as our payment gateway and processing services, adhere to the highest security standards, including compliance with the Payment Card Industry Data Security Standard (PCI-DSS). For your safety, we recommend that you do not send your full credit or debit card details via unencrypted electronic platforms.

If you have been assigned (or have created) a username and password to access certain parts of the DeleMate platform, it is your responsibility to keep

these credentials confidential. Please refrain from sharing your password with anyone to ensure the security of your account.

While we take all necessary precautions to protect your data, it is important to note that the transmission of information over the internet is not entirely secure. We cannot guarantee the security of your data while it is being transmitted to our platform. However, once we receive your data, we implement stringent physical, electronic, and procedural safeguards to prevent unauthorized access.

CHANGE OF INFORMATION AND CANCELLATION OF ACCOUNT

You are responsible for ensuring the accuracy of the information you provide to us during account registration, such as your contact details.

If your personal information changes or if you no longer wish to use our services, you can correct, delete, or update your details by making the necessary changes on your account profile page or by contacting us through the email provided on the DeleMate platform. You may also reach out to our Grievance Officer for assistance. We will make every effort to update your information in our active databases as soon as reasonably possible.

If you wish to change or modify the communication preferences that you initially agreed to, you can do so by following the instructions within an email communication or by logging into your account and adjusting your communication settings.

Please be aware that if the updated or modified information provided to us is insufficient or inaccurate, we may have difficulty offering access to our services. In such cases, DeleMate reserves the right to terminate your access to the services after providing written notice to your registered email address.

If you wish to cancel your account or request that we stop using your information to provide services, you may contact us through the email provided on your transaction receipt or reach out to our Grievance Officer as mentioned in this policy. Please note that certain services may no longer be available if you restrict access to any essential information as described under this policy.

We will retain your personal information, including usage information (such as geo-location data), for as long as your account is active and necessary to

provide our services. Even after account termination, we may retain certain personal and usage information, including geo-location and transaction history, for a period of 180 days to resolve disputes, conclude any cancellation-related activities, investigate potential fraud or misuse, and enforce our agreements. After this period, your data may either be deleted or anonymized and aggregated for analytical purposes. The anonymized data will be used solely to improve the effectiveness of our services.

INFORMATION OF CHILDREN

We do not knowingly solicit or collect Information from children under the age of 18 years. Use of the DeleMate App is only available for persons who can enter into a legally binding contract under Applicable Laws.

GRIEVANCE OFFICER

If you would like to ask about, make a request relating to, or complain about how We process your information, please contact or email our grievance officer at one of the addresses below. Our grievance officer will attempt to expeditiously redress your grievances.

For any request, complaint, feedback or grievances, please contact: -

Grievance Officer: Tarak Ram

e-mail: tarakram@delemate.com

CHANGES TO THE PRIVACY POLICY

We reserve the right to update or modify this Privacy Policy from time to time to reflect changes in our information practices. Any changes will become effective immediately upon posting the revised Policy on the DeleMate platform. If we make any material changes, we will notify you either via email (sent to the email address associated with your account) or through an in-app notice on the DeleMate app before the changes take effect.

We encourage you to periodically review this page for the most up-to-date information regarding our privacy practices. Your continued use of the DeleMate app or services after the revised Policy becomes effective will signify your acceptance of those changes.

