

When you use our services, you're trusting us with your information. We understand this is a big responsibility and work hard to protect your information and put you in control.

This Privacy Policy is meant to help you understand what information we collect, why we collect it, and how you can update, manage, and delete your information.

Information collected by any Institute on the website shall be governed by these Terms and Privacy Policies. Sensitive and personal information shall be treated in accordance with the applicable India laws. Access to it shall be provided to the third parties who have the access rights under an agreement with the Institute. All the User Information will be used and then processed in accordance with these Privacy Policies, after you agree that you have read and understood the terms and Privacy Policy.

The information provided by users on GTU website shall be kept confidential and shall not be shared with anybody unless it is specifically provided for.



### Privacy Checkup

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We build a service that helps students reduce the effort of applying for monthly railway and bus passes.

Our service will give you new experiences.

Your personal information is stored securely in the system's database that only admin and developers can access.

To help explain things as clearly as possible, we've added examples, explanatory videos, and definitions for [key terms](#). And if you have any questions about this Privacy Policy, you can [contact us](#).

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#### INFORMATION PassMate COLLECTS

## We want you to understand the types of information we collect as you use our services

We collect information to provide better services to all our users — from figuring out basic stuff like Account creation (SingUp, Login), Uploading required documents. The information PassMate collects, and how that information is used, depends on how you use our services.

When you're signed in, we collect information that we store with your PassMate Account, which we treat as personal information.

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## Things you create or provide to us

When you create a PassMate Account, you provide us with personal information that includes your name and a password. You can also choose to add an email address to your account. Even if you aren't signed in to a PassMate Account, you might choose to provide us with information — like an email address to communicate with PassMate or receive updates about our services.

## Information we collect as you use our services

### Your activity

We collect information about your activity in our services, which we use to do things like generate your railway pass or bus pass bonafide, however the uploaded documents by you will first be verified by the college's admin (Lab Technician). However the documents uploaded by you will first be verified by the College Admin (Lab Technician).

If you use our services to make a monthly pass, we may collect information like your phone number, your mid semester marks, gtu results, exam results, residential address.

You can visit your PassMate Account to find and manage activity information that's saved in your account.



[Go to PassMate Account](#)

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WHY PassMate COLLECTS DATA

## We use data to build better services

We use the information we collect from all our services for the following purposes:

## Provide our services

We use your information to deliver our services, like processing the terms you search for in order to return results or helping you share content by suggesting recipients from your contacts.

## Maintain & improve our services

We also use your information to ensure our services are working as intended, such as tracking outages or troubleshooting issues that you report to us. And we use your information to make improvements to our services.

## Develop new services

We use the information we collect in existing services to help us develop new ones. understanding how people use our services. If users are satisfied with our service then our service can run at state level. In association with Indian Railways we can provide online bonafide for users.

## Measure performance

We use data for analytics and measurement to understand how our services are used. For example, we analyze data about your visits to our sites to do things like optimize product design. We use a variety of tools to do this, including PassMate Analytics. When you visit sites or use apps that use PassMate Analytics, a PassMate Analytics customer may choose to enable PassMate to [link information](#) about your activity from that site or app.

## Communicate with you

We use information we collect, like your email address, to interact with you directly. For example, we may send you a notification if we detect a wrong document, like uploading a previous semester fee receipt instead of current semester fee receipt or we may let you know about upcoming changes or improvements to our services. And if you contact PassMate, we'll keep a record of your request in order to help solve any issues you might be facing.

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## YOUR PRIVACY CONTROLS

# Managing, reviewing, and updating your information

When you're signed in, you can always review and update information by visiting the services you use.

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## SHARING YOUR INFORMATION

# When you share your information

Many of our services let you share information with other people, and you have control over how you share. For example, you can share videos on YouTube publicly or you can decide to keep your videos private. Remember, when you share information publicly, your content may become accessible through search engines, including PassMate Search.

When you're signed in and interact with some PassMate services, like leaving comments on a YouTube video or reviewing an app in Play, your name and photo appear next to your activity. We may also display this information in [ads depending on your Shared endorsements setting](#).

# When PassMate shares your information

We do not share your personal information with companies, organizations, or individuals outside of PassMate.

## For legal reasons

We will share personal information outside of PassMate if we have a good-faith belief that disclosure of the information is reasonably necessary to:

- Respond to any applicable law, regulation, legal process, or enforceable governmental request. We share information about the number and type of

requests we receive from governments.

- Enforce applicable Terms of Service, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security, or technical issues.
- Protect against harm to the rights, property or safety of PassMate, our users, or the public.

We may share non-personally identifiable information publicly and with our partners – like publishers, advertisers, developers, or rights holders. For example, we share information publicly to show trends about the general use of our services.

If PassMate is involved in a merger, acquisition, or sale of assets, we'll continue to ensure the confidentiality of your personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

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#### COMPLIANCE & COOPERATION WITH REGULATORS

We regularly review this Privacy Policy and make sure that we process your information in ways that comply with it.

## Data transfers

When we receive formal written complaints, we respond by contacting the person who made the complaint. We work with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of your data that we cannot resolve with you directly.

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## ABOUT THIS POLICY

This Privacy Policy doesn't apply to services that have separate privacy policies that do not incorporate this Privacy Policy.

This Privacy Policy doesn't apply to:

- The information practices of other companies and organizations that advertise our services
- Services offered by other companies or individuals, including products or sites they offer that may include PassMate services to which the policy applies, or products or sites displayed to you in search results, or linked from our services.

## Changes to this policy

If changes are significant, we'll provide a more prominent notice (including, for certain services, email notification of Privacy Policy changes).

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## RELATED PRIVACY PRACTICES

## Specific PassMate services

The following privacy notices provide information about some PassMate services:

- [Document Uploads](#)
- [History Of Expired Passes](#)
- [request for new pass](#)
- [PassMate Account](#)



# Key terms

## Cookies

A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. When you visit the site again, the cookie allows that site to recognize your browser. Cookies may store user preferences and other information. You can configure your browser to refuse all cookies or to indicate when a cookie is being sent. However, some website features or services may not function properly without cookies. Learn more about [how PassMate uses cookies](#) and how PassMate uses data, including cookies, [when you use our partners' sites or apps](#).

## Device

A device is a computer that can be used to access PassMate services. For example, desktop computers, tablets, smart speakers, and smartphones are all considered devices.

## PassMate Account

You may access some of our services by signing up for a [PassMate Account](#) and providing us with some personal information (typically your name, email address, and a password). This account information is used to authenticate you when you access PassMate services and protect your account from unauthorized access by others. You can edit or delete your account at any time through your PassMate Account settings.

## Non-personally identifiable information

This is information that is recorded about users so that it no longer reflects or references an individually-identifiable user.

## Personal information

This is information that you provide to us which personally identifies you, such as your name, email address, or billing information, or other data that can be reasonably linked to such information by PassMate, such as information we associate with your PassMate

Account.

## legal process, or enforceable governmental request

Like other technology and communications companies, PassMate regularly receives requests from governments and courts around the world to disclose user data. Respect for the privacy and security of data you store with PassMate underpins our approach to complying with these legal requests. Our legal team reviews each and every request, regardless of type, and we frequently push back when a request appears to be overly broad or doesn't follow the correct process. Learn more in our [Transparency Report](#).

## make improvements

For example, we use cookies to analyze how people interact with our services. And that analysis can help us build better products. For example, it may help us discover that it's taking people too long to complete a certain task or that they have trouble finishing steps at all. We can then redesign that feature and improve the product for everyone.

## phone number

If you add your phone number to your account, it can be used for different purposes across PassMate services, depending on your settings. For example, your phone number can be used to help you access your account if you forget your password, and help people find and connect with you.

## rely on cookies to function properly

For example, we use a cookie called 'lbc's' that makes it possible for you to open many PassMate Docs in one browser. Blocking this cookie would prevent PassMate Docs from working as expected. [Learn more](#)

## safety and reliability

Some examples of how we use your information to help keep our services safe and reliable include:

- Collecting and analyzing IP addresses and cookie data to protect against automated abuse. This abuse takes many forms, such as sending spam to Gmail users, stealing money from advertisers by fraudulently clicking on ads, or censoring content by launching a Distributed Denial of Service (DDoS) attack.
- The "last account activity" feature in Gmail can help you find out if and when someone accessed your email without your knowledge. This feature shows you information about recent activity in Gmail, such as the IP addresses that accessed your mail, the associated location, and the date and time of access. [Learn more](#)

