

Privacy Policy

Last updated: September 14, 2024

1. Introduction

Welcome to EvCheck (“we,” “our,” or “us”). This Privacy Policy is designed to help you understand how we collect, use, disclose, and safeguard your personal information when you use our mobile application and related services (collectively, the “App”). Our App provides a platform for users to connect with mechanics, locate charging stations for electric vehicles (EVs), and share information about EVs.

By using our App, you agree to the collection and use of information in accordance with this policy. If you do not agree with our policies and practices, please do not use our App.

2. Information We Collect

2.1 User Information

We collect different types of information depending on whether you sign up as a normal user or as a mechanic:

For normal users we collect Email address, User name (nickname), Password (stored in encrypted form)

For mechanics we collect Email address, User name (nickname), Phone number, Store location (GPS coordinates), Full address, Working hours, Password (stored in encrypted form)

2.2 Location Information

We collect and use location data to provide location-based services. This includes: - Finding nearby mechanics for users, locating charging stations for electric vehicles, Displaying current location of user on the map.

We collect location data in several ways: when you enable location services for our app, when you search for mechanics or view the list of nearby mechanics, and when you plan a route from your current location to a destination, allowing us to display charging stations along the route. Additionally, if you've granted permission for the app to access your location in the background, we collect location data to provide real-time updates on nearby services, even when the app is not actively in use.

2.3 Communication Data

We collect and store chat messages exchanged between users and mechanics. This includes: text messages, timestamps of messages, read/unread status, any image files shared within the chat (e.g., images of vehicle issues)

We do not access or read the content of your messages unless required for troubleshooting or if we receive a valid legal request.

2.4 User-Generated Content

We collect and store posts that users share on our platform, including: text content of posts, images uploaded with posts, timestamps of posts, user identification associated with posts, comments on posts, likes on posts.

2.5 Device Permissions and Technical Data

We request and utilize the following permissions:

- INTERNET: To enable app functionality and data synchronization
- ACCESS_COARSE_LOCATION: To provide location-based services
- READ_EXTERNAL_STORAGE: To access and upload images for posts or profile pictures
- SYSTEM_ALERT_WINDOW: To display important notifications or alerts
- VIBRATE: To provide haptic feedback for notifications

We also collect certain technical information, including:

- Device type and model
- Operating system version
- App version
- IP address

3. How We Use Your Information

We use the collected information for the following purposes:

3.1. To provide and maintain our Service, including:

- Facilitating user registration and login
- Connecting users with nearby mechanics
- Enabling in-app communication between users and mechanics
- Displaying user post related to EV's
- Locating and displaying charging stations
- Displaying station along a route

3.2. To improve and personalize our Service:

- Analyzing usage patterns to enhance user experience
- Developing new features and functionality
- Troubleshooting issues and providing customer support

3.3. To comply with legal obligations:

- Responding to legal requests from law enforcement or other government bodies
- Enforcing our terms of service and other legal rights

4. Data Storage and Security

4.1. Data Storage:

User account information and chat logs are stored on secure servers hosted by MongoDB Atlas, located in India/AWS Mumbai (ap-south-1). MongoDB Atlas ensures your data is securely stored with encryption and access controls. User-generated images are stored using Cloudinary, a third-party cloud storage service.

4.2. Data Security Measures:

- All data transmissions between your device and our servers are encrypted using SSL/TLS protocols
- We use secure hashing algorithms to store passwords
- Access to personal data is restricted to authorized personnel only

5. Data Sharing and Disclosure

We may share your information in the following circumstances:

- **With Other Users:** Your public profile information and posts are visible to other users of the App
- **For Legal Reasons:** We may disclose your information if required by law, court order, or other legal processes
- **Business Transfers:** If our company is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction

6. Your Rights and Choices

Under Indian law and best practices, you have the following rights:

- **Access and Portability:** You can request a copy of your personal data that we hold
- **Correction:** You can update or correct your personal information through the App settings or by contacting us
- **Deletion:** You can request deletion of your account and associated personal data
- **Withdraw Consent:** You can withdraw consent for data processing at any time, where processing is based on consent
- **Object to Processing:** You can object to the processing of your personal data in certain circumstances
- **Restrict Processing:** You can request that we restrict the processing of your personal data in certain circumstances

To exercise these rights, please contact us at evcheckstartup@gmail.com. We will respond to your request within 30 days.

7. Children's Privacy

Our App is not intended for children under 13 years of age. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and believe that your child has provided us with personal information, please contact us immediately.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy by updating "Last updated" at the top. We encourage you to review this Privacy Policy periodically for any changes.

9. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at: EvCheck, Mapusa Goa, evcheckstartup@gmail.com.