

# Privacy Policy

**Effective Date:** 24-May-2025

**Last Updated:** 24-May-2025

At **Car-O**, we value your trust. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you visit our website [[www.car-o.in](http://www.car-o.in)] and use our mobile application and services.

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## 1. Information We Collect

### a. Personal Information

When you interact with our platform, we may collect the following:

- Name
- Phone number
- Email address
- Vehicle details (e.g., brand, model, registration number)
- Address and location
- Payment details (via third-party gateway, not stored on our servers)

### b. Usage Information

We may also collect:

- IP address
  - Browser type
  - Device type
  - App interaction data (via cookies or analytics)
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## 2. How We Use Your Information

We use your information to:

- Register and manage your Car-O account
  - Provide, manage and improve our services
  - Communicate with you (e.g., service updates, offers, alerts)
  - Send invoices and process payments
  - Respond to queries and provide customer support
  - Comply with legal obligations
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### 3. Sharing Your Information

We do **not** sell your data. We may share your data with:

- Our in-house service team and authorized cleaners
  - Payment gateways (e.g., Razorpay, Paytm)
  - Communication service providers (SMS, email platforms)
  - Government authorities if required by law
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### 4. Data Security

We implement appropriate technical and organizational measures to protect your data from unauthorized access, loss, or misuse. However, no method of transmission over the internet is 100% secure.

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### 5. Cookies and Tracking

Our website may use cookies and third-party tracking tools to enhance user experience and measure website traffic. You can manage cookie preferences through your browser settings.

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### 6. Your Rights

You can:

- Access your data
- Update or correct inaccuracies
- Request deletion of your account
- Opt out of promotional messages

For any data-related requests, contact us at **support@car-o.in**

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### 7. Children's Privacy

Our services are not intended for individuals under 18 years of age. We do not knowingly collect data from minors.

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### 8. Changes to This Policy

We may update this policy occasionally. We recommend reviewing this page periodically. Continued use of our services constitutes your agreement to the updated terms.

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## 9. Contact Us

If you have any questions or concerns, reach out to us:

**Car-O Services Pvt Ltd.**

Email: [support@car-o.in](mailto:support@car-o.in)

Address: A-14, HUDCO KARMCHARI SAS, PLOT- F-01, SECTOR-33(PI-II), Gautam  
Buddh Nagar, 201310