

# PRIVACY POLICY

**Donkey Cargo** we are committed to protecting and preserving your privacy when visiting our site or communicating electronically with us. This Privacy Policy, together with our terms of use, provides an explanation as to what happens to any personal data that you provide to us, or that we collect from you. If you have any questions about privacy or data protection you can contact us via the Contact Details below. We do update this Policy from time to time so please do review this Policy regularly.

## WHAT WE COLLECT

We may collect the following information:

- Name and job title.
- Contact information including email address.
- Demographic information such as postcode, preferences and interests.
- Other information relevant to customer surveys and/or offers.

## WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

### Internal Record Keeping

We may use the information to improve our services.

We may periodically send promotional emails, SMSs and make voice calls about our services, special offers or other information which we think you may find interesting using the email address and mobile number which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, SMS, voice, fax or mail. We may use the information to customize the website according to your interests.

### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We do not retain any information collected from you for any longer than is reasonably required by us for the purpose of our services or such period as may be required by applicable laws in India.

## Disclosure

We may disclose to third party services certain personally identifiable information listed below:

- Information you provide us such as name, email, mobile phone number.
- Information we collect as you access and use our service, including device information, location and network carrier.

This information is shared with third party service providers so that we can:

- Personalize the app for you so you get the smoothest experience.
- Perform behavioural analytics.

## COOKIES

- To help us improve our website and the service we provide to you we may use technology to track the patterns of behaviour of visitors to our site. Often, this is in the form of a cookie file. Where used, these cookies are downloaded to your computer or device automatically.
- All computers and devices have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our website.
- On occasion, we may gather information about your computer for our services and to provide statistical information regarding the use of our website to our advertisers. The information collected in this way can be used to identify you unless you modify your browser settings.

## CONSENT

By providing us with your personal information when registering on our site or when you use our service, you consent to the collection, use and disclosure by Donkey Cargo of your personal information as provided in this Privacy Policy.

Your consent includes the retention of personal information that is collected through our Site, including your personal information that you submit through a registration process, for as long as you are registered on our site and until you withdraw your consent. By using the Donkey Cargo web site and the services it provides, you agree to have read and understood the Privacy Policy and are aware of your legal obligations to be bound by this agreement.

## LINK TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question. We will not disclose or share your personal information to third parties unless we have your permission or are required by law to do so.

We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. You may request details of personal information which we hold about you under the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011. A small fee will be payable. If you would like a copy of the information held on you please write to [info@donkeycargo.com](mailto:info@donkeycargo.com)

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect. You can also withdraw your consent by writing to us [info@donkeycargo.com](mailto:info@donkeycargo.com). Such withdrawal will result in discontinuance of the services for which such information is required.

## CONTACT US

If there are any questions regarding this privacy policy or if you wish to report a breach of the Privacy Policy, you may contact us using the information on the [support](#) page.