

Privacy Policy

Privacy Policy for using Roadwe platform

This Privacy Policy is an Electronic Record in the form of Electronic Contract in accordance with the Information Technology Act, 2000, the rules made there under and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This record doesn't require any physical, electronic or digital signature.

This Privacy Policy ("Policy") describes the policies and procedures on the collection, use, disclosure and protection of your information when you use our website/app located at <https://www.roadwe.com>, or the Roadwe mobile application (collectively, "This Platform") made available by Roadwe Ventures Private Limited ("Company", "we", "us" and "our"), a private company established under the laws of India having its registered office at D-201 Bimal Enclave Bhanpuri, Raipur (CG)493221

This document is published in accordance with the requirements of Information Technology (Intermediaries guidelines) Rules, 2011. By accessing, browsing through or using the Software, you agree to be legally bound by this Privacy Policy, which together with the Terms and Conditions govern the Company's relations with its users.

The terms "you" and "your" refer to the user of This Platform. The term "Services" refers to any services offered by Roadwe whether on this Platform or otherwise..

Policies

This privacy policy will be applicable to the visitors and/or the user of Roadwe Ventures website/App

This Privacy Policy is meant to help the users understand - What information we collect?

The Company reserves its right to review and revise this Policy at any time without any prior notice. Once the Policy is modified, the same shall be visible on this page. After

modification of this Policy, every user shall be subject to such modified Policy, so users are hereby advised to read this Policy carefully.

What information do we collect ?

The user expressly agrees and acknowledges that the company collects and stores personal information while providing services. When a user signs-up on the Software, we may collect the following information-

Information about the user:

- Name and Address of the user availing our services.
- Email address, phone number, location and other contact information of the user.
- GSTN of the user.
- Logo of the Company under whose name invoice, receipt, etc. are being generated.
- Bank Account details.
- Invoice, Payment receipt, Quotation, Expenses, Inventory, Delivery challan, etc. generated by the user during a transaction.
- Other Information related to service enquiry, customer surveys and/or offers.

Information about the client of the user:

We may also collect the following information about the Clients of our Users

- Client's name, contact number, and address.
- GSTN of the client.
- Email address of the client, etc.

The data is collected to create your account and provide convenience in generation of Bilty ,Loading invoices, and other accounting receipts and documents.

Data deletion

- Data of Users with Subscription to our Services:

If a user who had purchased a subscription to our services (the Software services), does not log in on the Website and does not launch the Android Application for a period of Thirty (30) days after expiration of his/her subscription, his/her entire data collected and stored on the Company's server shall be permanently deleted.

- Data of Users with Free Trial Period:

Same condition as given in the foregoing paragraph would be applicable in case a user with a free trial period does not log in on the Website and does not launch the Android Application for a period of Thirty (30) days after expiration of his/her free trial period.

The user is aware that the Company does not store any information (data) on its server if the time period of 30 days as mentioned above is expired. The user is responsible for making a proper backup of all the invoice, Bilty and other accounting receipts and documents. created using the Software/app.

How Do We Use and Share the Information Collected ?

The user is aware that we use their information, unless otherwise prohibited by law or a contractual obligation, for the following purposes-

Account signing up - We use your name, phone number, mobile number, etc. to register an account for you. The account will help you avail our services and in communicating with us.

For maintaining internal records - For maintaining a proper record about our users and subscribers, we use information such as name, address, etc. provided by you.

Improvement of services - We may use your email, preferences, etc. in order to improve our services by understanding the issue faced by the user's.

Communication and customer service - We may use information such as your email id, phone number, etc. to provide customer support, send promotional messages, etc. We may use your name, address, phone number, email, computer configuration, etc. in order to resolve any issue that you might be facing, questions you might have about our services, to follow up with you, etc. through our customer service team.

Feedbacks/reviews - Any feedback or review given voluntarily by the user may be retained by us, in order to improve our services. The same may be shared with the viewers or other customers for a better understanding of our services.

Non-Personal Information - In general, we use Non-Personal Information to improve our service and customize user experience. We also collect Non-Personal Information in order to update our services with recent trends. We are not limited by this Privacy Policy, to use or disclose the Non-Personal Information and the right to use and disclose such Non-Personal Information is reserved to our sole discretion.

We consider protecting your personal information vital and we do not sell, trade, or rent your Personal Information to third parties without your consent. However, we may share your information in some cases.

The user is aware that their information is shared in the following exceptional cases- We share your Personal Information with vendors and third-party business tool providers who are performing services for us. We provide only that much information/data which is necessary to provide you services requested or authorized by you.

Third-party service providers, such as payment processors, have their own privacy policies in respect of the information that we are required to share with them in order to use their services. We recommend that you read their privacy policies so that you can understand the manner in which your Personal Information will be handled by such providers.

We may share or disclose your personal information with our associate and subsidiary company.

We may also share your information if required by the law or to respond to a legal process.

In an event the company is acquired by another company or is merged, consolidated, change in control, reorganization, liquidation, or transfer of assets, the new owner will acquire all the information that is recorded by us, including your personal information. The new owner shall have the responsibility to protect your information from thereon. We do not share your information with third-party for their direct marketing purposes or benefits.

How do we protect the data ?

The security of your personal data is important to us, we apply the best technology to protect this data. However, no method of transmission over the internet or electronic storage is 100% secure. Our information security practices include -

- Firewall that protects from unauthorized electronic access to the server.

While we strive to protect your personal data, we cannot provide a guarantee for its absolute security.

The user credit or debit card information are not received or stored by us in any manner. This information is provided by you directly to the payment gateway which is authorized to handle such information.

Links to other Websites and Web Pages:

The Software contains links to websites and web pages outside its own domain and control. These links are only for the convenience and reference of users. The linking of the websites is not an endorsement, authorization or representation of our association with them.

When you click on such links, you navigate from the Software to such other websites or web pages which are outside our control. The users of these websites and web pages are governed by their own privacy policy, and the Company is not responsible for any information provided to such websites and web pages by the user.

We do not provide any guarantee or warranty regarding such websites and web pages or any information entered on such websites and web pages by the user. Users are hereby advised to read the privacy policy of such websites and web pages before browsing through them carefully.

Dispute Resolution and Jurisdiction

It is agreed by the parties that any formation, interpretation, and performance of this policy and any dispute arising out of it will be resolved through two-step Alternative Dispute Resolution (ADR) mechanism. It is further agreed by the parties that this section i.e., resolution through ADR, will survive even after termination or expiry of the Privacy Policy/Terms.

Mediation- In case a dispute arises between the parties, the parties will attempt to resolve the same amicably between them, through mutual understanding. If the parties are unable to reach a common ground within 30 days of one party communicating the existence of dispute to the other, the dispute will be resolved through arbitration.

Arbitration- when the parties are unable to resolve the dispute through Mediation, the said dispute will be resolved through arbitration. The arbitration proceeding will be presided by a Sole Arbitrator, who would be appointed by the company. The language for arbitration would be English. The seat of arbitration would be Raipur, Chhattisgarh.

The parties agree that Privacy Policy and any other agreement would be governed by laws, rule and regulations of India. The courts in Raipur, Chhattisgarh will have exclusive jurisdiction over any dispute arising between the parties.

Contact US

If there are any questions/queries regarding this privacy policy or Terms and Conditions mentioned herein above you may contact us.