

Privacy Policy

[Terms of service](#) | [Privacy changes](#)

Last updated:

Current version: 1.0

Co-Travel Inc. (herein referred to under its operating name "CoTravel" and the "Service") is the sole owner of the information collected on this Service. We will not sell, share, or rent information to others in ways different from what is disclosed in this statement.

Registration

In order to use CoTravel, a Member must first fill out our registration form. During registration a Member might be required to provide their Personal Information: Name, email, phone number, payment details, profile picture. Ride Details: Pickup/drop-off locations, route preferences, trip schedules. Location Data: Precise or approximate location to enable navigation, ride matching, and safety. CoTravel does not track users across other apps or websites. We do not share user location, address, or other identifiers with third-party advertising networks or data brokers.

Third-Party Sources: Public profile data from social media (if integrated) and background check results would be considered as genuine and valid information for creating the profile as well as for creating the booking and publishing the rides.

This information is used for verification and to contact the Member regarding services on CoTravel for which they have expressed interest. By registering on CoTravel, a Member consents to their data being used on any other existing or future services operated by CoTravel.

Cookies

A cookie is a piece of data stored on the Member's device containing information about the Member. Usage of a cookie is in no way linked to any personally identifiable information while on our Service. For instance, by setting a cookie on CoTravel, the Member would not have to enter in a password more than once, thereby saving time while on CoTravel. If a Member rejects the cookie, they may still use CoTravel. The only drawback to this is that the Member will be limited in some areas of our Service. Cookies can also enable us to track and target the interests of our Members to enhance the experience of our Service.

Security

CoTravel takes every precaution to protect our Members information. If you have any questions about the security of the Service, please [contact us](#).

Automated Decision-Making :

CoTravel uses automated systems to match riders with drivers and optimize trip routes. These systems are designed to improve efficiency and user experience. User's has the access to make any changes manually in their profiles before making any booking or publication of rides, if desired by the rider and driver.

Safety and compliance with Law

CoTravel may disclose your information to courts, law enforcement or governmental authorities or authorized third parties, if and to the extent we are required to do so by law or if such disclosure is reasonably necessary: (i) to comply with legal process and to respond to claims asserted against CoTravel, (ii) to respond to verified requests relating to a criminal investigation or alleged or suspected illegal activity or any other activity that may expose us, you or any other of our Members to legal liability, (iii) to enforce and administer our Terms of Service or other agreements with Members, (iv) for fraud investigation and prevention, risk assessment, customer support, product development and debugging purposes or (v) to protect the rights, property or personal safety of CoTravel, its employees, its Members, or members of the public.

We will attempt to notify Members about these requests unless: (i) providing notice is prohibited by the legal process itself, by court order we receive, or by applicable law, or (ii) we believe that providing notice would be futile, ineffective, create a risk of injury or bodily harm to an individual or group, or create or increase a risk of fraud upon CoTravel's property, its Members and the Service (collectively, "Risk Scenarios"). In instances where we comply with legal requests without notice for these reasons, we will attempt to notify that Member about the request after the fact if we determine in good faith that we are no longer legally prohibited from doing so and that no Risk Scenarios apply.

CoTravel includes features for user-generated content such as ride posts, reviews and messages. To ensure safety:

- We require users to accept our Terms of Service, which include a **zero-tolerance policy** for harassment, hate speech, illegal content, or abuse.
- Objectionable content is **automatically filtered** using moderation tools.
- Users can **flag content** or **block other users**.
- CoTravel commits to reviewing and acting on reports within **24 hours**, including raising red flag for such user using objectionable / illegal content. Regular offenders account may lead to removing or suspension of account permanently.

User must be at least 18 years of age to create an account and book a ride on CoTravel.

Log files

We use IP addresses to analyze trends, administer the Service, track Members' locations and gather broad demographic information. Also, in order to helps us understand how users interact with our app so we can improve performance, features and user experience we implement the Google analytics.

Service updates

We will send Service announcement updates by email. Members are not able to unsubscribe from Service announcements, which contain important information about this Service. We communicate with the Member to provide requested services and in regards to issues relating to their account via email.

Opt-out

Members who no longer wish to receive our marketing emails may opt-out of receiving these communications by selecting the unsubscribe link within the email.

Account cancellation

At any point in time Members can cancel their Account by either visiting [Account Settings > Close account](#) or [contacting us](#). In this process, their Account will be flagged inactive and deleted within a discretionary time period. Within that period, Members may reactivate their Account if they wish.

Account/Data deletion

At any point in time Members can request for their account to be deleted by contacting CoTravel. Whereas, We retain personal information only for as long as necessary to fulfill the purposes outlined in this policy, such as providing services, complying with legal obligations, and resolving disputes.

If a user deletes their account, we mark the profile as deleted and retain the associated data for up to **12 months**. This grace period helps us investigate any misuse, handle refund requests, or resolve complaints. After 12 months, all personally identifiable data, including profile, ride history, messages, and recurring rides, is permanently deleted from our servers.

Identity Verification

We use a third-party service provider called [Stripe](#) to collect your information to verify your identity, also it does collection of payments along with disbursement of payouts to the drivers. Our service provider does not use your information for any purpose other than to verify your identity, collect payments and disbursement of payouts to drivers. It does not share your information with us or with any other third party. We can view a copy of the photographs of your ID and your face to help process your Identity Verification, but we do not have access to your Bank account. Our service provider, Stripe, retains your Bank account information following identity verification for security, safety and compliance purposes for a period of 7-10 years. Thereafter, Stripe will anonymize or pseudonymize the data when full deletion isn't possible. CoTravel doesn't control Stripe's retention timelines.

IOS and Android app disclosure

In compliance with App Store and Google Play's privacy policies, we disclose that our IOS and Android app collects Phone Number and Installed Application information. We only

share Phone Number information amongst Members who have accepted a Trip Booking and will be travelling together in the same vehicle for safety purposes. Installed Application information is not shared with third party providers.

Notification of changes

If we make changes to our Privacy policy, we will email a link to this page to all our Members so they are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. We will use information in accordance with the Privacy policy under which the information was collected.