



Purpose

This Privacy Policy outlines how **SCM YUGA Technologies Pvt. Ltd.** handles your personal information in compliance with applicable laws. Please ensure that you review and understand this Policy before using our services.

SCM YUGA Technologies Private Limited ("SCM YUGA", "we", "us", or "our") is committed to protecting the privacy of your information. This Privacy Policy ("**Policy**") describes how we collect, use, disclose, and protect your personal data when you use our Integrated Transportation Management System **NAVRAAHI** (the "Service" or "Platform"). It also outlines your rights with respect to your personal information.

By accessing or using the Platform, you agree to the collection and use of information in accordance with this Policy. If you do not agree with this Privacy Policy, please do not use the Platform.

1. Information We Collect

1.1 Personal Information

We collect personal data that you provide when you register an account, use the Platform, or contact our support services. This may include:

- Full name
- Email address
- Phone number
- Government-issued ID numbers (if required for regulatory purposes)
- User credentials (such as username and password)

1.2 Logistics and Vehicle Data

As part of the operation of the Platform, we collect the following logistics-related data:

- Vehicle registration details
- GPS coordinates of vehicles
- Driver’s details (including license number and contact details)
- Operational data such as material movement logs, loading/unloading details, timestamps of entry/exit, etc.

1.3 Usage Data

We may automatically collect certain data when you use the Platform, including:

- IP addresses
- Device and browser information
- Log files, system diagnostic data, and error reports
- User interactions within the Platform (usage statistics, clicks, session duration, etc.)

2. How We Use Your Information

We use your information for the following purposes:

- To operate and manage the Platform, including logistics tracking, vehicle movement, and compliance management.
- To provide customer support and respond to your queries.
- To analyze and improve the functionality and user experience of the Platform.
- To send communications related to service updates, maintenance, and relevant notifications.
- To comply with applicable legal obligations, including regulatory and compliance requirements.

3. Sharing and Disclosure of Information

We may share your personal and operational data in the following circumstances:

3.1 Third-Party Service Providers

We may share your data with trusted third-party vendors and service providers who assist in operating the Platform, including hosting, cloud storage, analytics, communication, and customer support services. These third parties are bound by contractual obligations to protect your data and use it only for the services they provide.

3.2 Third-Party Integrations

The Platform integrates with third-party APIs, including government and regulatory authorities (e.g., VAAHAN, SARATHI, EWAYBILL, FASTAG, etc.). When you use these services, your data may be transmitted to these third-party providers in accordance with their respective privacy policies. We are not responsible for the privacy practices of these third parties.

3.3 Legal Compliance

We may disclose your information if required to do so by law, in response to a valid legal request, or to protect our legal rights. This includes responding to subpoenas, court orders, or other legal processes, or to prevent fraud, illegal activities, or threats to the safety of individuals.

3.4 Business Transfers

In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction. We will ensure that any new entity handling your data continues to respect the terms of this Privacy Policy.

4. Data Security

We employ technical and organizational measures to safeguard the security of your personal information, including:

- Encryption of data in transit (via HTTPS)
- Secure cloud infrastructure and storage solutions
- Role-based access controls for internal employees
- Periodic security assessments and audits

However, despite our efforts to protect your data, no system is 100% secure, and we cannot guarantee the absolute security of your data. By using the Platform, you acknowledge and accept this risk.

5. Data Retention

We retain personal and operational data for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including:

- Providing and maintaining the Platform
- Complying with legal and regulatory obligations
- Resolving disputes
- Enforcing our agreements

Once the retention period has expired, we will either delete or anonymize your data in accordance with applicable laws.

6. User Rights

As a user, you have the following rights regarding your personal data, subject to applicable laws:

6.1 Right to Access

You can request a copy of the personal data we hold about you.

6.2 Right to Correction

You can request corrections or updates to your personal data if it is inaccurate or incomplete.

6.3 Right to Deletion

You may request the deletion of your personal data, subject to applicable retention requirements and legal obligations.

6.4 Right to Restrict Processing

You may request that we restrict the processing of your personal data under certain circumstances.

6.5 Right to Withdraw Consent

If we process your data based on consent, you have the right to withdraw your consent at any time. However, this will not affect the lawfulness of processing based on consent before its withdrawal.

To exercise any of these rights, please contact us at the details provided below.

7. Children’s Privacy

The Platform is not intended for use by minors under the age of 18. We do not knowingly collect personal information from individuals under 18 years of age. If we become aware that we have inadvertently collected such information, we will take steps to delete it promptly. If you are a parent or guardian and believe that we have collected personal information from a child under 18, please contact us immediately.

8. Cross-Border Data Transfers

Your personal data may be transferred to, and maintained on, servers located outside of your country of residence, including in India, where we operate. By using the Platform, you consent to the transfer of your data to countries that may have different data protection laws than those in your jurisdiction.

9. Modifications to this Privacy Policy

We may update this Privacy Policy periodically. When we make changes, we will post the revised policy on our website and update the “Last Updated” date at the top of this Policy. We encourage you to review this Policy regularly. Continued use of the Platform after any changes to this Policy will constitute your acceptance of the revised terms.

If you have any questions, concerns, or requests regarding this Terms of Service, please contact us at:

SCM YUGA Technologies Private Limited
Email: contact@scmyuga.com
Website: www.scmyuga.com
Address: SCM YUGA, GoodWorks Spaces Private Limited,
Plot No. 72 & 73, 3rd Floor, Akshay Tech Park,
EPIP Zone Whitefield Rd, Bengaluru,
Karnataka 560066

