

## Privacy Policy

These Terms of Use ("Terms") govern the access or use by you, an individual, of applications, websites, content, products, and services (the "Services") made available by **EVERA** by "**Prakriti E-Mobility Private Limited**", a private limited company established in India, having its registered office at Office No. 1226, 12th Floor, DLF Tower B Jasola District Center, New Delhi -110025.

### Introduction

When you use EVERA, you trust us with your information, and we are committed to keep and respect that trust. This document helps you to understand our privacy practices.

This policy describes the information we collect, how it is used and shared, and your choices regarding this information. We recommend that you read these which highlights key points about our privacy practices (including what information we collect, when we collect it, and how we use it).

Last Modified: Dec 2022

Effective Date: 1 Dec 2022

### Data Collections and Uses

#### Scope

#### SUMMARY

This policy applies to users of EVERA's services anywhere in Delhi-NCR, including users of EVERA's apps, websites, features, or other services.

This policy describes how EVERA, and its affiliates collect and use personal information to provide our services. This policy applies to all users of our apps, websites, features, or other services anywhere in India, unless covered by a This policy specifically applies to:

**Riders: Users who request or receive to avail EVERA services though EVERA app on Apple's iOS Appstore and Google's Android Playstore.**

**Drivers: Users who provide transportation services individually or through partner transportation companies.**

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Any information will not be considered as sensitive if it is freely available and accessible in the public domain or is furnished under the Right to Information Act, 2005 or any other law for the time being in force.

## **SUMMARY**

### **EVERA collects:**

Information that you provide to EVERA, when you create your EVERA account.  
Information created when you use our services, such as location, usage, and device information.

The following information is collected by or on behalf of EVERA:

### **Information you provide**

#### **This may include:**

**User profile:** We collect information when you create or update your EVERA account. This may include your name, email, phone number, login name and password, address, payment mode. This also includes the preferences and settings that you enable for your EVERA account.

**Demographic data:** We may collect demographic information about you, including through user feedback form.

**User content:** We may collect information that you submit when you contact EVERA customer support, provide ratings or compliments for other users, or otherwise contact EVERA.

Information created when you use our services.

This may include:

### **Location Information**

Depending on the EVERA services that you use, and your app settings or device permissions, we may collect your precise or approximate location information as determined through data such as GPS.

If you are a rider and have provided permission for the processing of location data, EVERA collects location information when the EVERA app is running in the foreground. EVERA also collects this information when the EVERA app is running in the background of your device if this collection is enabled through your app settings or device permissions.

Riders and driver recipients may use the EVERA app without enabling EVERA to collect their location information. However, this may affect the functionality available on your EVERA app. For example, if you do not enable EVERA to collect your location information, you will have to manually enter your pickup address. In addition, location

information will be collected from the driver during your trip and linked to your account, even if you have not enabled EVERA to collect your location information.

### **Transaction Information**

We collect transaction details related to your use of our services, including the type of services you requested or provided, your order details, date, and time the services were provided, amount charged, distance traveled, and payment method. Additionally, if someone uses your promotion code, we may associate your name with that person.

### **Device Information**

We may collect information about the devices you use to access our services, including the hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information, and mobile network information.

### **Communications data**

We enable users to communicate with each other and EVERA through the EVERA apps, websites, and other services. For example, we enable drivers and riders or partners and recipients, to call or text each other. To provide this service, EVERA receives some information regarding the calls or texts, including the date and time of the call/text, and the content of the communications. EVERA may also use this information for customer support services (including to resolve disputes between users), for safety and security purposes, to improve our products and services and for analytics.

### **Information from other sources**

These may include:

- ☐ User feedback, such as ratings or compliments.
- ☐ Users requesting services for or on your behalf.
- ☐ Users or others providing information in connection with claims or disputes.

EVERA does not sell or share your personal information to third parties for third party direct marketing purposes.

### **EVERA uses the information it collects for purposes including:**

Providing services and features  
Create and update your account.

EVERA uses the information to provide, personalize, maintain, and improve its products and services. This includes using the information to:  
Create and update your account.

### **Safety and security**

We use your data to help maintain the safety, security and integrity of our services and users. This includes, for example:

Screening drivers and partners prior to enabling their use of our services and at subsequent intervals, including through reviews of background checks were permitted by law, to prevent use of our services by unsafe drivers.

Using user ratings to encourage improvement by affected users, and as grounds for deactivating users with ratings below a certain minimum as may be required in their region. Calculation and deactivation may be done through an automated decision-making process. Users in the EVERA have the right to object to this type of processing for more information.

### **Customer support**

EVERA uses the information we collect (including recordings of customer support calls after notice to you and with your consent) to assist you when you contact our customer support services, including to:

Direct your questions to the appropriate customer support person  
Investigate and address your concerns  
Monitor and improve our customer support responses

### **Research and development**

We may use the information we collect for testing, research, analysis, and product development. This allows us to improve and enhance the safety and security of our services, develop new features and products, and facilitate insurance and finance solutions in connection with our services.

### **Communications from Evera's Driver to users**

EVERA uses the information we collect to enable communications between our users. For example, a driver may text or call a rider to confirm a pickup location.

### **Communications from EVERA**

EVERA may use the information we collect to communicate with you about products, services, promotions, studies, surveys, news, updates, and events.

EVERA may also use the information to promote and process contests and sweepstakes, fulfill any related awards, and serve you relevant in-app ads and content about our services and those of our business partners. You may receive some of these communications based on your profile as an EVERA user. Users in the EVERA have the right to object to this type of processing for more information.

## **Legal proceedings and requirements**

We may use the information collected by us to investigate or address claims or disputes relating to your use of EVERA's services, or as otherwise allowed by applicable law, or as requested by regulators, government entities, and official inquiries.

## **Cookies and Third-Party Technologies**

### **SUMMARY**

EVERA and its partners use cookies and other identification technologies on our apps, websites, emails, and online ads for purposes described in this policy.

Cookies are small text files that are stored on your browser or device by websites, apps, online media, and advertisements. EVERA uses cookies and similar technologies for purposes such as:

- Authenticating users;
- Remembering user preferences and settings;
- Determining the popularity of content

Analyzing site traffic and trends, and generally understanding the online behaviors and interests of people who interact with our services We may also allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device when you visit our site and use our services, as well as when you visit other online sites and services. Please see our Cookie Statement for more information regarding the use of cookies and other technologies described in this section, including regarding your choices relating to such technologies.

## **Information Sharing and Disclosure**

### **With the public when you submit content to a public forum**

We love hearing from our users -- including through public forums such as EVERA social media, and certain features on our network. When you communicate with us through those channels, your communications may be viewable by the public.

## **For legal reasons or in the event of a dispute**

EVERA may share your information if we believe it is required by applicable laws, regulations, operating agreement, legal process, or governmental request, or where the disclosure is otherwise appropriate due to safety or similar concerns.

This includes sharing your information with law enforcement officials, government authorities, airports (if required by the airport authorities as a condition of operating on airport property), or other third parties as necessary to enforce our Terms of Service, user agreements, or other policies, to protect EVERA's rights or property or the rights, safety or property of others, or in the event of a claim or dispute relating to your use of our services.

This also includes sharing your information with others in connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

## **With your consent**

EVERA may share your information other than as described in this policy if we notify you and you consent to the sharing.

## **Information Retention and Deletion**

### **SUMMARY**

EVERA retains user profile and other information for as long as you maintain your EVERA account.

EVERA retains transaction, location, usage, and other information for 7 years in connection with regulatory, tax, insurance, or other requirements in the places in which it operates. EVERA thereafter deletes or anonymizes such information in accordance with applicable laws.

Users may request deletion of their accounts at any time. Following such request, EVERA deletes the information.

EVERA requires user profile information to provide its services and retains such information for as long you maintain your EVERA account.

EVERA retains certain information, including transaction, location, device, and usage information, for a minimum of 7 years in connection with regulatory, tax, insurance, and other requirements in the places in which it operates. Once such information is no longer necessary to provide EVERA's services, enable customer support, enhance the user experience or other operational purposes, EVERA takes steps to prevent access to or use of such information for any purpose other than compliance with these requirements or for purposes of safety, security and fraud prevention and detection.

EVERA may also retain certain information, if necessary, for its legitimate business interests, such as fraud prevention and enhancing users' safety and security. For example, if EVERA shuts down a user's account because of unsafe behavior or

security incidents, EVERA may retain certain information about that account to prevent that user from opening a new EVERA account in the future.

## **Special Information for EVERA Users**

### **Authorities Name & Address**

You may also submit questions, comments, or complaints to EVERA's Customer experience officer at [support@everacabs.com](mailto:support@everacabs.com).

EVERA is subject to legal requirements in the jurisdictions in which it operates that require us to collect, process, disclose and retain your personal data. For example, EVERA is subject to laws and regulations that require it to collect and retain information about your trips, to retain such information for extended periods of time, and to provide copies of such information to governmental or other authorities. EVERA uses your information to comply with such laws to the extent they apply to your use of the EVERA apps.

EVERA may also share information with law enforcement, or requests by third parties pursuant to legal processes. For more information about such sharing, please see EVERA's Guidelines for Law Enforcement Authorities in the India and Guidelines for Third Party Data Requests.

### **f. Consent**

EVERA may collect and use your information based on your consent. You may revoke your consent at any time. If you revoke your consent, you will not be able to use any service or feature that requires collection or use of the information we collected or used since consent.

- ☐ EVERA relies on consent in connection with data collections or uses that are necessary to enhance the user experience, to enable optional services or features, or to communicate with you. If you are an EVERA user, the following types of data collections or uses are done based on your consent.
- ☐ Location Information (Riders)
- ☐ Share Live Location (Riders)
- ☐ Notifications: Account and Trip Updates
- ☐ Notifications: Discounts and News
- ☐ Accessibility features

Please see the setting - Transparency section below for further information about these data collections and uses, how to opt in or out of them, and the effect of opting out of these on your use of EVERA's apps.

EVERA may also collect personal information about you through voluntary surveys. Your responses to such surveys are collected based on consent and will be deleted once no longer necessary for the purposes collected.

## **A. PRIVACY SETTINGS**

The Privacy Settings menu in the EVERA rider app gives users the ability to set or update their location, and their preferences for receiving mobile notifications from EVERA. Information on these settings, how to set or change these settings, and the effect of turning off these settings are described below.

### **Notifications: Discounts and News**

You may enable EVERA to send you push notifications about discounts and news from EVERA. You may enable/disable these notifications at any time through the Privacy Settings menu in the EVERA app.

## **B. DEVICE PERMISSIONS**

Most mobile platforms (iOS, Android, etc.) have defined certain types of device data that apps cannot access without your consent. And these platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the EVERA app wants permission to access certain types of data and will let you consent (or not consent) to that request. Android devices will notify you of the permissions that the EVERA app seeks before you first use the app, and your use of the app constitutes your consent.

## **C. RATINGS Mapping & LOOK-UP**

After every trip, drivers and riders can rate each other, as well as give feedback on how the trip went. This two-way system holds everyone accountable for their behavior. Accountability helps create a respectful, safe environment for both drivers and riders. Your rider rating is available in the trip menu of the EVERA app.

End of the document.

Privacy Policy for Evera App, [www.everacabs.com](http://www.everacabs.com), [www.eprakriti.com](http://www.eprakriti.com).