



Platform Policies - Tribay Autos Autos

Last Updated: 17th July 17, 2025

Legal Entity: Trike Mobitech Solutions Pvt Ltd

Brand Name: Tribay Autos

1. Platform Usage Policy

Tribay Autos offers a technology-enabled platform facilitating seamless access to on-demand vehicle repair and roadside assistance services exclusively for two- and three-wheeler vehicle owners. This platform is licensed to EngineBuddy Mobility Services Pvt Ltd (“EngineBuddy”), which handles all on-ground execution of services booked via the Tribay Autos platform under a TechOps Hybrid Model.

By using the Tribay Autos platform, users agree to:

- Use the app solely for the purposes intended (i.e., service bookings, payment transactions, location tracking, etc.).
- Provide accurate personal and vehicle details at the time of registration and service booking.
- Maintain the confidentiality of login credentials and avoid sharing them with unauthorized parties.
- Refrain from misuse, reverse engineering, or tampering with any part of the application infrastructure.
- Use services within supported geographical zones as listed in the app.

Tribay Autos reserves the right to suspend or terminate access to any user in cases of platform misuse, policy violation, fraudulent activity, or abuse of services.

2. Data Privacy & User Consent Policy

Tribay Autos is committed to safeguarding the privacy of its users. All personal data collected through the app, including contact details, location information, device logs, and service history, is handled in accordance with the IT Act 2000 and other applicable laws.

Consent is obtained at the time of registration and reaffirmed before each data transaction where applicable.

- Personal data is collected only for legitimate business and operational needs.
- Location data is accessed solely to match users with nearby service providers and for real-time tracking during active bookings.
- Cookies and log information are used for improving app performance and analytics.



- Data collected may be shared with EngineBuddy strictly for execution of field services and not for independent marketing.
- Users may withdraw consent and request data deletion as outlined in our Terms & Conditions.

Data is not sold to third parties. Promotional content may be shared only with the user's explicit opt-in. Tribay Autos retains data for a period necessary to fulfill service obligations or as mandated by law.

3. Service Operations Policy (TechOps Hybrid Model)

Tribay Autos operates under a Platform-as-a-Service (PaaS) model, wherein:

- All mechanical repair and support services booked through the Tribay Autos app are executed on the ground by EngineBuddy.
- EngineBuddy is solely responsible for field services, technician deployment, physical vehicle inspection, repair completion, and complaint redressal related to service quality or conduct.
- Tribay Autos is responsible for managing the digital platform, app infrastructure, booking engine, data handling, and user interface.
- Users must raise all operational service-related issues (delays, mechanic behavior, incomplete service, etc.) with EngineBuddy via in-app support channels.
- Platform-related concerns (app bugs, payment gateway issues, account login, data privacy, etc.) are handled directly by Tribay Autos.

This hybrid model allows service efficiency while maintaining accountability in both the digital and operational layers.

4. Content, Communication & Alerts Policy

Tribay Autos ensures timely and relevant communication with users through various digital mediums including push notifications, SMS, calls, emails, and in-app chat.

- Communication may include booking updates, payment alerts, service confirmations, promotional offers, referral incentives, and feedback surveys.
- By registering on the app, users consent to receive such communication as essential to service delivery.
- Users may control promotional alerts via app notification settings or opt-out options included in marketing communications.
- Tribay Autos ensures compliance with TRAI/DLT and other applicable regulations for electronic messaging.



All content within the app—including text, graphics, brand assets, guides, and booking details—is the proprietary intellectual property of Trike Mobitech Solutions Pvt Ltd and protected under applicable IP laws.

5. Payment, Refund & Cancellation Policy

Tribay Autos facilitates payment processing for services booked via the platform. Payment terms are as follows:

- Users must pay for services via the integrated payment gateway prior to job execution unless "Pay Later" is specified.
- Tribay Autos collects service booking payments and disburses them to EngineBuddy based on a service-level agreement.
- Pricing is visible before confirmation and may vary by service category or location.

Refund & Cancellation:

- Bookings can be canceled before the mechanic is dispatched; a full refund is processed within 5–7 business days.
- If cancellation occurs after dispatch, only partial refunds may apply, depending on service stage and conveyance charges.
- In case of duplicate payments or failed service delivery, users may request refunds via in-app support.
- Product or accessory purchases (e.g., batteries, spare parts) are non-refundable once installed.

6. Security & Compliance Policy

Tribay Autos adheres to a high standard of digital security and legal compliance as per The Indian Information Technology Act, 2000 and applicable data regulations.

- All data transmissions are encrypted via SSL protocols.
- Internal access to user data is restricted, monitored, and role-based.
- Tribay Autos ensures all partner integrations (e.g., payment gateways, SMS providers) comply with security norms.
- Regular audits and platform updates are carried out to prevent breaches and unauthorized access.
- Compliance with age restriction: All users must be at least 18 years of age to register and use the platform.
- Tribay Autos is not liable for any unauthorized usage due to shared credentials or unverified devices.

In the event of a breach, affected users will be notified within the timelines stipulated by data protection regulations.



7. Contact Information

For any complaints, requests, or legal queries:

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