



Platform Policies - Tribay Autos

Last Updated: 17th July 17, 2025

Legal Entity: Trike Mobitech Solutions Pvt Ltd

Brand Name: Tribay Autos

Trike Mobitech Solutions Pvt Ltd ("we," "us," or "Tribay Autos") is committed to safeguarding the privacy of individuals who use our mobile application and associated digital services. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you use the Tribay Autos platform.

Tribay Autos offers a mobile-based platform that connects vehicle owners to professional mechanics through a hybrid TechOps model. The platform acts as a facilitator for service booking, communication, and payment processing, while on-ground service execution is carried out by our partner, EngineBuddy Mobility Services Pvt Ltd.

By accessing or using our platform, you agree to this Privacy Policy and the processing of your personal data as described herein. If you do not agree, please refrain from using the platform.

Types of User Information

We collect the following types of user information:

- 1. Personally Identifiable Information (PII):** Full Name, Contact Number, Email Address, Residential Address, Government-issued Identification (if required for verification);
- 2. Vehicle Information:** Registration number, Make, Model, Year, Service History (via app usage);
- 3. Location Data:** Real-time GPS location (during active bookings or account usage);
- 4. Device and Usage Data:** Device model, OS version, App usage logs, IP address, time zone, crash logs;
- 5. Payment Data:** UPI ID, partial card details (masked), transaction history.

Cookies, Web Beacons and Tracking Codes

Our app and website may use cookies, web beacons, pixel tags, and tracking codes to enhance your user experience, monitor app performance, and personalize content.

These tracking technologies allow us to:

- ✓ Remember user preferences
- ✓ Analyze trends and user behavior
- ✓ Measure campaign effectiveness
- ✓ Improve user interface and functionality



You may disable cookies through your browser settings, although some features of the platform may be affected.

Modes of Collection of User Information

User information is collected through the following modes:

1. **Voluntary Submission:** Account registration, Profile updates, Feedback, queries, or support requests;
2. **Automated Collection:** Location services during app use, Usage analytics, device logs, In-app behavior;
3. **Third-party Integrations:** Payment gateways, Communication services (e.g., SMS/email providers).

Purpose of Collection and Usage of Information

The collected information is used for: Facilitating vehicle repair bookings, Matching users with appropriate mechanics, Real-time location tracking during service execution, sending confirmations, alerts, and updates, processing payments and managing invoices, offering customer support and dispute resolution, enhancing product and service functionality, conducting internal audits, analytics, and research, Sending promotional offers and referral rewards (with consent).

Disclosure and Retention of User Information

Your personal data may be shared with: EngineBuddy (our field execution partner) for service fulfilment, Payment processors and financial institutions, Communication service providers, Government authorities, if legally mandated. We do **not** sell or rent your personal data to third parties.

Retention: Personal information is retained for as long as necessary to fulfill the purposes outlined or as required by law. Upon user request for account deletion, we anonymize or securely dispose of data after a verification process.

Information Protection Security Practices and Procedures

We implement industry-standard security measures, including: SSL encryption for data transmission, Role-based access to backend systems, Firewall and intrusion detection systems, Regular vulnerability testing and software updates, Secure payment gateway integrations.

Despite our efforts, no digital system is completely immune to breaches. Users are advised to use strong passwords and avoid sharing account credentials.



Personal Data Accuracy and Protection

We rely on users to provide accurate and complete information. You may: Review and update your profile within the app, Request corrections via support channels, we regularly review and validate critical data points, especially those relevant to service fulfillment.

User Discretion and the Option to Discontinue

Users may: Opt-out of non-essential communications, Revoke location permissions via device settings, Request account deactivation and deletion of personal data.

Note: Certain platform features may not function correctly without access to required data (e.g., location for mechanic dispatch).

Governing Law

This policy and all matters related to the use of the Tribay Autos platform are governed by The Indian Information Technology Act, 2000 and applicable Indian laws. Disputes arising from data processing will be subject to the jurisdiction of courts located in Maharashtra State.

Grievance Officer

As per Rule 5(9) of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, the contact details of the Grievance Officer are:

Grievance Officer

Mr. Rushikesh Gosavi

Trike Mobitech Solutions Pvt Ltd

Email: support@tribay.in

Phone: +91-XXXXXXXXXX

All grievances will be acknowledged within 24 hours and resolved within 15 working days from the date of receipt.

For any queries related to this Privacy Policy or your data rights, feel free to reach us at [support@tribay.in.]

**Contact Information**

For any complaints, requests, or legal queries:

Trike Mobitech Solutions Pvt Ltd

CIN - U45100PN2025PTC243122

Email: support@tribay.in

Phone: +91 7887 874229

Registered Address: Sanchit Building, front of Prasad Hotel, Pune - Nashik Hwy, Near Sanjivani Hospital, Golden City, Sangamner, Ghulewadi, Maharashtra 422605 (India)