

Privacy Policy

Last Updated: 31-Oct-2025

This Privacy Policy applies to all visitors and users of our website and mobile applications, and to anyone who interacts with us through these platforms.

Alt Mobility Private Limited ("**Alt Mobility**", "**we**", "**us**", or "**our**") is committed to protecting the privacy and personal information of users ("**you**", "**your**") who access or use our website [<https://alt-mobility.com/>] (the "**Website**") and our associated mobile or web-based applications (collectively, the "**Platform**").

This Privacy Policy explains how we collect, use, disclose, and safeguard your information in connection with the services provided by Alt Mobility, including electric vehicle leasing, fleet management, and associated operational solutions (the "**Services**").

This Policy is governed by applicable Indian laws, including the **Information Technology Act, 2000** and the **Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011**, and shall be read in conjunction with our **Terms of Use**.

By accessing or using our Platform, you expressly consent to the terms of this Privacy Policy.

1. CONSENT

By visiting the Platform, submitting information, or engaging with our Services, you provide explicit consent for the collection, processing, and sharing of your data as outlined herein.

By sharing your contact details, you also consent to receive **transactional, operational, and promotional communications** through SMS, WhatsApp, RCS, email, or phone.

If you do not agree with any provision of this Policy, please discontinue use of the Platform immediately.

2. INFORMATION WE COLLECT

Alt Mobility collects both personal and non-personal information to deliver, enhance, and secure its Services. The categories of data collected include, but are not limited to, the following:

A. Personal and Business Information

- Full name, phone number, email address, postal address, and location details
- Records of correspondence and communications with Alt Mobility

B. Device and Technical Data

- IP address, device type, operating system, browser details, and access logs
- Crash analytics, session information, and cookie-based identifiers

C. Location and Media Permissions (where applicable)

- Real-time or background location data (for operational verification)

D. Non-Personal / Aggregated Data

We may collect anonymized or statistical data that does not directly identify you. Such data helps us improve platform performance, analytics, and product development.

3. USE OF INFORMATION

The information collected by Alt Mobility is used strictly for lawful business purposes, including but not limited to:

- Processing registrations, onboarding, and account management
- Providing, maintaining, and improving our Services
- Facilitating vehicle delivery, servicing, insurance, and maintenance
- Sending operational updates, alerts, and renewal reminders
- Conducting performance analysis, research, and service optimization
- Communicating marketing or promotional content (with opt-out options)
- Ensuring compliance with applicable laws and contractual obligations
- Preventing unauthorized access, fraud, or misuse of the Platform

Alt Mobility does **not** sell or rent your personal data to any third party.

4. DATA SHARING AND DISCLOSURE

Alt Mobility may share information under the following limited circumstances:

- **Service Providers and Partners:** With verified third-party partners including OEMs, logistics vendors, payment gateways, and telematics providers for operational or service fulfillment purposes.
- **Affiliates and Group Entities:** Within Alt Mobility and its subsidiaries for analytics, service enhancement, or internal reporting.
- **Legal Obligations:** To comply with applicable law, court orders, or lawful requests from regulatory authorities.
- **Business Transfers:** In connection with mergers, acquisitions, restructuring, or asset sales, subject to continuity of this Policy's commitments.

All third parties handling data on our behalf are contractually bound to adhere to confidentiality and data protection obligations consistent with this Policy.

5. DATA STORAGE, SECURITY, AND RETENTION

Alt Mobility adopts industry-standard practices for the protection and security of personal data, including encryption, access control, and physical safeguards.

- All data is securely stored on servers located within **India**, unless otherwise required for specific integrations with adequate protection measures.
- Access to personal data is restricted to authorized personnel or service providers.
- Data is retained only for as long as necessary to fulfill the purposes outlined in this Policy or as mandated by law.
- Upon cessation of your relationship with Alt Mobility, you may request deletion of your personal information, subject to legal, regulatory, or contractual requirements.

6. COOKIES AND TRACKING TECHNOLOGIES

Our Platform uses cookies and similar technologies to enhance user experience and monitor website performance. These may be used to:

- Recognize returning users
- Track user sessions and engagement behavior
- Improve site performance and functionality

You can manage or disable cookies via your browser settings. However, certain features of the Platform may not function optimally if cookies are disabled.

7. THIRD-PARTY INTEGRATIONS AND PARTNERS

To deliver and improve our Services, Alt Mobility integrates with third-party tools, platforms, and APIs. These may include:

- **Advertising and Analytics Platforms:** Google Ads, Meta Ads, Google Analytics, and similar tools for campaign optimization and attribution.
- **Communication Systems:** WhatsApp Business, SMS gateways, and email automation tools for transactional and support communication.
- **Payment Gateways:** For secure online transactions and recurring billing management.
- **Customer Relationship Management (CRM):** Platforms used to manage leads, service tickets, and support interactions.

These third parties may collect and process information in accordance with their respective privacy policies. Alt Mobility ensures that all integrations comply with applicable data protection standards and confidentiality requirements.

8. YOUR RIGHTS

You have the right to:

- Access, verify, and correct your personal data
- Withdraw consent for specific processing or communications

- Request deletion of personal data, where legally permissible
- Raise concerns or complaints regarding data usage

To exercise these rights, please contact our Grievance Officer at **bd@alt-mobility.com**. Requests will be addressed in accordance with applicable legal timelines.

9. POLICY UPDATES

Alt Mobility reserves the right to amend or update this Privacy Policy at any time. Any material changes will be communicated through our Platform, and the revised Policy will be effective from the date of publication. Continued use of the Platform following such updates constitutes acceptance of the revised Policy.

10. GRIEVANCE OFFICER

In compliance with the Information Technology Act, 2000 and the applicable data protection rules, the details of our Grievance Officer are as follows:

Name: *Sagar Parwani/Prahar Verma*

Designation: *AVP - Business Development & Strategy*

Address: *A1/17, Ground Floor, near ICICI Bank, B3 Block, Nauroji Nagar, Safdarjung Enclave, New Delhi, Delhi 110029*

Contact: [+91-92208-07783](tel:+91-92208-07783)

Email: bd@alt-mobility.com