

PRIVACY POLICY:

BANTOO TAXI & BANTOO DRIVER

Effective Date: 1 January 2025

1. Introduction

Welcome to Bantoo Taxi and Bantoo Driver! Your privacy is important to us. This Privacy Policy explains how we collect, use, share, and protect your personal information when you use our ride-hailing and driver services. By using Bantoo Taxi or Bantoo Driver, you agree to the terms outlined in this policy.

2. Information We Collect

We collect different types of information depending on whether you are a rider (Bantoo Taxi user) or a driver (Bantoo Driver user):

- **Personal Information:** Name, phone number, email address, profile details, and payment information.
- **Ride Data:** Pickup and drop-off locations, ride history, trip duration, and fare details.
- **Location Data:** Real-time GPS location to facilitate rides and ensure safety.
- **Device Data:** IP address, device model, operating system, and app usage analytics.
- **Device Information:** IP address, device identifiers, and app usage statistics.
- **Driver-Specific Data:** License information, vehicle details, and background check records.

3. How We Use Your Information

We use your information to:

- Provide and improve Bantoo Taxi and Bantoo Driver services.
- Match riders with nearby drivers.
- Process payments and manage ride transactions.
- Ensure safety and security through identity verification and fraud prevention.
- Offer customer support and respond to inquiries.
- Comply with legal obligations and regulatory requirements.

4. Sharing Your Information

We do not sell your personal data. However, we may share your information with:

- **Drivers and Riders:** To facilitate trips and provide necessary trip details.
- **Service Providers:** Payment processors, customer support teams, and IT service providers.
- **Authorities:** In cases where we are required to comply with legal or regulatory requests.
- **Third-Party Integrations:** When using external services like mapping and navigation providers.

5. Location Data Usage

- Riders' real-time location is shared with drivers during an active ride.
- Drivers' location is continuously tracked when the app is in use to enable ride-matching and navigation.
- Users can manage location tracking preferences in their device settings.

6. Data Protection

We implement security measures, including encryption and access controls, to protect your data from unauthorized access, loss, or misuse.

7. Your Rights

Depending on your location, you may have rights such as:

- **Access and Correction:** Request access to or correction of your personal data.
- **Deletion:** Request deletion of your account and data, subject to regulatory requirements.
- **Data Portability:** Obtain a copy of your data in a portable format.
- **Consent Withdrawal:** Opt-out of non-essential data collection.

To exercise your rights, contact us at info@bantootaxi.net.

8. Data Retention

We retain your personal data only as long as necessary to fulfill our service obligations and comply with legal requirements.

9. Cookies and Tracking Technologies

We use cookies and similar tracking technologies for app functionality, analytics, and user experience improvements. Users can manage cookie preferences through their device settings.

10. Children's Privacy

Bantoo Taxi and Bantoo Driver are not intended for children under 13. We do not knowingly collect data from children without parental consent.

11. International Data Transfers

Your data may be stored and processed in locations outside your country. We ensure compliance with applicable data protection laws.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be communicated through the app or our website. Continued use of our services signifies acceptance of the updated policy.

Contact Us

If you have questions about this Privacy Policy, please contact us at:

Email: info@bantootaxi.net

Address: Bantoo Pay Africa, Angre Papaya Djomi, 04 BP 1164, Abidjan 04, Côte d'Ivoire