



Privacy Policy- SSRC Marketplace App

Effective Date: 24th July, 2025

SSRC Marketplace ("App") is owned and operated by **SSRC LOGISTICS PRIVATE LIMITED**, a company incorporated under the Companies Act, 2013, with its registered office at **SHREE SHYAM ROAD CARRIER, Plot No. PFS-1, Kundai Industrial Estate, Ponda, Goa, India – 403115**, CIN: **U63000GA2020PTC014618** ("SSRC Logistics", "we", "our", or "us").

This Privacy Policy outlines how we collect, use, store, disclose, and protect your personal and sensitive information when you access or use the SSRC Marketplace mobile application.

1. Scope and Consent

By using the SSRC Marketplace App, you consent to the collection and use of your Personal Information (PI) and Sensitive Personal Data or Information (SPDI) as described in this Privacy Policy. This consent is considered lawful under the Information Technology Act, 2000 and its associated rules.

2. Information We Collect

A. Personal Information (PI)

This includes information that can identify an individual:

- Name, phone number, email address
- Business name and registration details
- Mailing address
- Passwords
- PAN, Aadhar, driving license, or other identity proofs
- Images or documents uploaded during registration
- Vehicle and fleet information

B. Sensitive Personal Data or Information (SPDI)

This includes:

- Bank account, credit/debit card details
 - Location data
 - Contact book (with permission)
 - Call logs (where applicable)
 - Biometric and health-related data (if collected)
 - Any other data protected under applicable laws
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3. Purpose of Collection and Usage

We collect and use your data to:

- Facilitate load bidding and transport matching
 - Verify your identity and vehicle ownership
 - Enable real-time GPS tracking and location services
 - Provide payment, billing, and invoice services
 - Offer support and customer service
 - Comply with legal and regulatory requirements
 - Conduct research to improve the app and develop new services
 - Send you service-related alerts, updates, and offers
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4. Data Storage and Retention

Your PI and SPDI are retained only for as long as necessary to fulfill the purposes outlined above, or as required by applicable laws. Upon request or account deletion, we will remove or anonymize your data unless retention is required by law.

5. Sharing and Disclosure

We do not sell or rent your information. However, your data may be shared with:

- Government agencies or regulatory authorities under law
 - Employees, agents, or service providers under confidentiality obligations
 - Legal advisors or auditors if necessary
 - In case of merger, acquisition, or reorganization
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6. Permissions and Device Access

To provide core services, the app may request the following permissions:

- **Location Access (Fine & Coarse):** For pickup/drop tracking and navigation

- **Contacts Access:** To allow ease of connecting with customers/transporters
 - **Call Access:** To enable call features within the app
 - **Device Info:** For app optimization and security
 - **Network Access:** For verifying connectivity
 - **Storage Access:** For uploading documents or images
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7. Cookies and Tracking

We may use cookies or similar technologies to improve your user experience and collect analytics. You can control cookie preferences through device settings.

8. Data Security

We take industry-standard measures to protect your data using encrypted cloud storage, access controls, and regular audits. However, no system can guarantee absolute security, and users are responsible for maintaining the confidentiality of their login credentials.

9. Opt-Out and Account Deletion

You may withdraw consent or request deletion of your account by emailing **Marketplace@ssrc.co**. Upon verification, your account will be deactivated and data erased within 30 days, subject to legal obligations.

10. Access, Correction & Grievance Redressal

You have the right to:

- Request access to your data
- Correct or update any inaccurate information
- Raise privacy concerns or complaints

Please write to us at:

Grievance Officer

Sumit Choudhary | SSRC Logistics Private Limited

Email: **info@ssrc.co**

Email: **Sumit.choudhary@ssrc.co**

Contact Number: **+919765565650**

11. Updates and Changes

We may revise this Privacy Policy as required by law or to reflect changes in our services. Continued use of the app after updates signifies your acceptance of the revised policy. We will notify users of material changes through in-app alerts or emails.

12. Fraud & Spam Alert

Please be aware of fraudulent emails or SMS messages impersonating SSRC Marketplace. We never request sensitive information over unsolicited communications. If you suspect fraud, contact us immediately.

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