

Privacy Policy – Track My Wheels

Revised on: 15th Oct 2025.

1. Introduction

TRACK MY WHEELS is committed to protecting the privacy and security of the personal information collected through our vehicle tracking, GPS tracking, fleet management, mobile application, website, and related services.

This Privacy Policy explains what information we collect, how we use it, how we protect it, and the rights available to customers, vehicle owners, drivers, employees, and other users of our services.

By using our services, you acknowledge that you have read and understood this Privacy Policy.

2. Information We Collect

Depending on the services you use, we may collect:

A. Customer Information

Name

Company/organization name

Mobile number

Email address

Billing and payment information

Account login details

Communication and service-related records

B. Vehicle Information

Vehicle registration number

Vehicle make, model, and type

Vehicle identification details

GPS device/IMEI or device identification number

Vehicle status and operating information

C. Location and Tracking Information

Our GPS tracking services may collect:

Current and historical vehicle location

Date and time of vehicle movement

Speed and direction

Distance traveled

Ignition status

Parking and stoppage information

Route and trip history

Geo-fence alerts

Other information generated by the installed tracking device

D. Technical Information

We may automatically collect:

IP address

Device information

Browser type

Operating system

App usage information

Login and access records

Error logs and diagnostic information

3. How We Use the Information

We may use collected information to:

Provide GPS tracking and fleet management services.

Display real-time and historical vehicle locations.

Generate reports, alerts, and notifications.

Monitor vehicle movement and operational status.

Provide customer support and technical assistance.
Process payments and maintain billing records.
Maintain and improve our software, website, and services.
Prevent fraud, misuse, unauthorized access, or security threats.
Comply with applicable laws, regulations, legal orders, and government requirements.
Communicate important service-related information to customers.
Maintain business and service records.

4. Vehicle Location Data

Vehicle location data may be collected continuously or at intervals depending on the tracking device, service plan, network availability, and configuration.

The customer who installs or activates the tracking device is responsible for ensuring that the tracking of vehicles and drivers is carried out lawfully and that any required notices, permissions, or consents are obtained.

Where a vehicle is used by employees, drivers, contractors, or other individuals, the customer should inform those individuals about applicable tracking practices where required by law.

5. Sharing of Information

We do not sell personal information or vehicle tracking information as a commercial product.

We may share information where reasonably necessary with:

Authorized customers and account administrators
Employees and authorized service personnel
Technology, hosting, telecommunications, and cloud service providers
Payment processors and service providers
Government authorities or law-enforcement agencies where legally required
Professional advisers, auditors, or legal representatives

Business successors in connection with a merger, acquisition, restructuring, or sale of business assets

Third-party service providers may access information only to the extent necessary to perform services for us and subject to appropriate contractual or security obligations.

6. Data Security

We take reasonable technical and organizational measures to protect personal and vehicle-related information from unauthorized access, alteration, disclosure, loss, or destruction.

Security measures may include access controls, authentication mechanisms, encryption where appropriate, secure hosting, monitoring, backups, and restricted employee access.

However, no electronic transmission or storage system can be guaranteed to be completely secure.

7. Data Retention

We retain information only for as long as reasonably necessary for the purposes described in this Privacy Policy, including:

- Providing and maintaining services
- Maintaining business and transaction records
- Resolving disputes
- Meeting contractual obligations
- Complying with legal and regulatory requirements
- Protecting our rights and preventing misuse

Vehicle tracking history may be retained according to the customer's service plan, business requirements, applicable law, or contractual arrangements.

8. Cookies and Similar Technologies

Our website or applications may use cookies, device identifiers, analytics tools, and similar technologies to:

- Maintain user sessions
- Remember preferences
- Improve website and application performance
- Understand service usage
- Detect security issues
- Improve customer experience

Users may be able to control certain cookies through their browser or device settings.

9. Third-Party Services and Links

Our website or application may contain links to third-party websites or services. We are not responsible for the privacy practices, content, or security of third-party websites.

Users should review the privacy policies of third-party services before providing personal information to them.

10. User Responsibilities

Customers and users are responsible for:

- Keeping account credentials confidential.
- Providing accurate information.
- Using the tracking service only for lawful purposes.
- Obtaining any permissions or notices required for tracking vehicles or individuals.
- Not attempting to access another customer's account or tracking information.
- Immediately informing us of suspected unauthorized access.

11. Access, Correction, and Deletion

Subject to applicable law and contractual requirements, users may request access to, correction of, or deletion of their personal information.

Requests may be submitted to:

Privacy Officer / Data Protection Contact: Sachin Chavan (Proprietor)

Company: TRACK MY WHEELS

Email: trackmywheels.in@gmail.com

Phone: 8793139032

Address: Office No. 225, Shree Ganesh Galaxy, Pune Alandi Road,
Wadmukhwadi, Charholi Pune Maharashtra- 412105.

We may need to verify the identity of the requester before processing a request.

12. Children's Privacy

Our services are intended for businesses, vehicle owners, fleet operators, and other authorized users. We do not knowingly collect personal information directly from children for independent use of our services.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, business practices, or legal requirements.

The updated policy will be published through our website or application with a revised "Last Updated" date.

14. Grievance / Privacy Complaints

If you have any questions, concerns, or complaints regarding the collection or use of your personal information or vehicle tracking data, please contact our Privacy Officer details as mentioned above.

We will review and respond to privacy-related complaints within a reasonable period and in accordance with applicable law.

15. Consent

By using our website, application, GPS tracking device, or related services, you acknowledge this Privacy Policy and consent to the collection and use of information as described herein, to the extent permitted by applicable law.