



## **INTRODUCTION**

Your privacy is important to us. This Privacy Policy explains how Emobi collects, uses, stores, and protects your personal and vehicle-related data through the Emobi Mob App.

### **1. Information We Collect**

We may collect the following:

- Personal details: Name, email, mobile number, profile picture
- Vehicle information: VIN, model, battery configuration, software version
- Location data: Real-time GPS data for navigation, tracking, and vehicle location
- Usage data: Ride history, trip logs, speed data, charging behavior
- App interaction data: Screens visited, duration of sessions, crash logs

### **2. Purpose of Data Use**

- To deliver app features such as vehicle tracking, ride logs, charging analytics, and smart alerts.
- To improve app functionality, detect bugs, and enhance user experience.
- To notify you about firmware updates, service reminders, and safety alerts.
- To provide customer support and troubleshoot issues.

### **3. Data Sharing**

- We do not sell or rent your data to third parties.
- Data may be shared with Emobi's authorized service centers or technical teams for diagnostics and issue resolution.
- Aggregated or anonymized data may be used for product development and analytics.

### **4. Data Security**

- All user and vehicle data is stored in secure, encrypted servers.
- We use industry-standard protocols (SSL, OAuth, etc.) to prevent unauthorized access.
- Regular audits and access controls are in place to safeguard your data.

## 5. User Rights

- You may access, update, or delete your personal data at any time from your profile settings.
- You can request complete data deletion by writing to [support@emobi.com] (or in-app contact).
- If your account has been inactive for over 12 months, we may archive or delete the account after notification.

## 6. Third-Party Services

The Emobi Mob App uses trusted third-party services to provide certain features:

- **Firebase Cloud Messaging** – used to send push notifications such as service reminders, safety alerts, and updates.
- **Google Maps API** – used to provide navigation, real-time vehicle tracking, and map-related features.
- These services may collect and process limited data necessary to perform their functions, subject to their own privacy policies.

## 7. Consent

- By installing and using the Emobi Mob App, you consent to this Privacy Policy and agree to its terms.
- Continued use after policy updates implies acceptance of the revised terms.