



## **1. Information We Collect**

We collect the following categories of data:

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

We may collect the following:

#### **a. Personal Information**

- Name, email, phone number, address, city, pincode
- Driving license (for test rides), identification details (if required)

#### **b. Vehicle Information**

- Vehicle preferences, VIN (for service requests), booking history

#### **c. Website Usage Data**

- IP address, device type, browser type, location, browsing patterns, and cookies

#### **d. Inquiry & Feedback Forms**

- Any data voluntarily submitted in forms or chat support

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

We use your data for:

- Test ride and service booking management
- Responding to inquiries and providing customer support
- Order processing and notifications
- Promotional emails, newsletters, and alerts (only if opted in)
- Improving website functionality, analytics, and security

## **3. Cookies and Tracking Technologies**

We use cookies to enhance your website experience, store session preferences, and gather analytics. You may choose to disable cookies via browser settings; however, this may affect

#### **4. Data Sharing**

We do not sell your personal data to any third parties.

Your data may be shared with:

- Authorized Emobi dealerships or service centers
- Technical teams for customer support and diagnostics
- Legal authorities when required by law

#### **5. Data Security**

Your data is protected using encryption (e.g., SSL), secure hosting, firewalls, and access controls. We take reasonable steps to prevent data breaches and unauthorized access.

#### **6. Your Rights**

You may request to view, update, or delete your data at any time by contacting [support@emobi.com](mailto:support@emobi.com). You can unsubscribe from marketing communications using the link provided in emails. Inactive accounts for over 12 months may be archived or deleted after prior notice.

#### **7. Changes to This Policy**

We may revise this policy from time to time. All updates will be posted on this page, and continued use implies acceptance of changes.