

Privacy Policy

Effective Date: November 10, 2025 At Gigadyne Technologies LLC, we are committed to

safeguarding your privacy in compliance

with UAE Federal Decree-Law No. 45/2021 on Personal Data Protection and international standards (e.g., GDPR). This Privacy Policy outlines how we collect, use, share, and protect your personal information when using the CarTow mobile application ("App"). By using the App, you consent to these practices. For questions, contact support@cartow.ae.

Information We Collect

We collect only the data necessary to deliver exceptional towing services and improve user experience:

- **Personal Information:**

- **Registration:** Name, phone number (mandatory, UAE format: 05X-XXX-XXXX), email (optional).
- **Profile:** Updated name, email, or saved vehicle details (make, model, color, plate number).
- **Phone Number Consent:** Mandatory consent to share your phone number with captains for direct communication during tow requests.

- **Location Data:**

- GPS coordinates (with permission) to detect your location for tow requests and captain tracking.
- Manual address input for precise pickup or drop-off locations.

- **Trip Data:**

- Pickup and drop-off locations, vehicle details, trip timestamps, and captain ratings.

- **Usage Data:**

- App interactions (e.g., clicks, page views), device details (OS, model, IP address), and crash logs for debugging.

- **Payment Data (Future Implementation):**

- Credit card details (via secure third-party processors like Stripe, launching Q2 2026).

How We Use Your Information

We use your data to provide, enhance, and secure our services:

- **Service Delivery:**

- Process tow requests, match users with captains, and enable real-time tracking.
- Facilitate captain-user communication via in-app calls or WhatsApp.

- **Account Management:**

- Verify identity using OTP (One-Time Password) via SMS.
- Store and display saved vehicle profiles for quick bookings.

- **Improvements:**

- Analyze anonymized usage data (via tools like Mixpanel) to optimize app performance and UI/UX.
- Debug crashes and enhance stability using crash logs (via Sentry).

- **Customer Support:**

- Respond to inquiries, resolve disputes, and process feedback using trip and communication data.

- **Marketing (Optional):**

- Send promotional offers or updates via email/SMS with your consent (opt-out available).

- **Legal Compliance:**

- Comply with UAE regulations, audits, or law enforcement requests (e.g., traffic incident investigations).

How We Share Your Information

We share data only when necessary and with strict safeguards:

- **With Captains:**

- Share name, phone number, vehicle details, and pickup/drop-off locations for tow coordination.

- **With Service Providers:**

- Mapping services (e.g., Google Maps, OpenStreetMap) for navigation and location accuracy.
- Cloud providers (e.g., AWS, Supabase) for secure data storage and processing.
- Payment processors (future) for secure transactions.

- **With Legal Authorities:**
 - Disclose data if required by UAE law, court orders, or government requests, with user notification unless prohibited.
- **No Third-Party Marketing:** We do not sell or share your data for advertising without explicit consent.

Data Security

We prioritize your data's safety with industry-leading measures:

- **Encryption:** Data in transit (TLS 1.3) and at rest (AES-256) to prevent unauthorized access.
- **Access Controls:** Role-based access (RBAC) with multi-factor authentication (MFA) for staff.
- **Supabase Integration:** Secure backend with regular audits, compliant with ISO 27001 standards.
- **Penetration Testing:** Weekly automated scans (e.g., OWASP ZAP) and quarterly third-party audits.
- **Breach Response:** Notify affected users within 72 hours of a confirmed breach, per UAE law, with mitigation steps (e.g., password resets).

Your Rights

As a CarTow user, you have full control over your data:

- **Access:** View your data (name, email, phone, vehicles) in the Profile menu.
- **Update:** Edit name, email, or vehicle details anytime via Profile settings.
- **Delete:** Request account deletion via support@cartow.ae; data is removed within 30 days, except for audit-required trip logs (retained 5 years per UAE law).
- **Location Control:** Enable/disable GPS via device settings or use manual address input.
- **Opt-Out:** Unsubscribe from marketing communications via Profile > Notifications.
- **Data Portability:** Request a downloadable copy of your data in JSON/CSV format.

Data Retention

- **Active Accounts:** Personal and trip data retained while your account is active. Inactive
- **Accounts:** Data deleted after 2 years of inactivity, except legally required logs. Deleted
- **Accounts:** Removed within 30 days, with audit logs retained for 5 years. Backups:
- Encrypted backups stored for 90 days, then securely deleted.

Children's Privacy

The App is designed for users 18 and older. We do not knowingly collect data from minors. If such data is detected, contact support@cartow.ae for immediate removal.

Third-Party Links

The App may link to external sites (cartow.ae, terms, privacy pages). We are not responsible for their privacy practices. Review their policies before engaging.

Updates to This Policy

We may update this policy to reflect legal, operational, or feature changes. Significant updates will be communicated via in-app notifications, email, or push alerts (30 days' notice for major changes). Continued use of the App constitutes acceptance of the updated policy.

Contact Us

For privacy inquiries or to exercise your rights:

- Email: support@cartow.ae
- In-App: Profile > Support > Privacy Request

The Privacy Policy is accessible in the Profile menu and at cartow.ae/privacy.