



Privacy Policy

This Privacy Policy describes how Truckee collects, uses, processes, stores, and protects information obtained through our website and logistics services.

We are committed to maintaining the confidentiality, integrity, and security of all customer and business information entrusted to us.

Effective Date: 01-Jan-2026

1. Scope of Policy

This Policy applies to:

- 1.1- Website visitors
- 1.2- Customers
- 1.3- Enterprise clients
- 1.4- Vendors and partners
- 1.5- Individuals interacting with our logistics operations

2. Information We Collect

We collect information necessary for lawful and efficient execution of logistics and transportation services.

2.1- Personal & Business Information

Full name

Contact number

Email address
Company name
GST / Tax identification details
Registered and billing address

2.2- Shipment & Transaction Information

Pickup and delivery locations
Nature and description of goods
Invoice copies and shipment value
Proof of Delivery (POD)
Payment and transaction details

2.3- Technical & Usage Information

IP address
Device information
Browser type
Access time and website usage behavior
Cookies and analytics data

3. Purpose of Data Processing

Information is collected and processed for:

- 3.1- Execution of transportation and logistics services
- 3.2- Route planning, tracking, and operational management
- 3.3- Invoice generation and financial accounting
- 3.4- Regulatory and tax compliance under Indian law
- 3.5- Risk management and fraud prevention
- 3.6- Improvement of service quality and customer experience
- 3.7- We do not sell, trade, or commercially exploit customer data.

4. Legal Basis for Processing

We process data based on:

- 4.1- Contractual necessity
- 4.2- Legal and regulatory compliance
- 4.3- Legitimate business interests
- 4.4- Customer consent (where applicable)

5. Data Sharing & Disclosure

Information may be shared strictly on a need-to-know basis with:

- 5.1- Authorized transport partners and drivers
- 5.2- Warehouse and distribution partners
- 5.3- Financial institutions and payment gateways
- 5.4- Government authorities or law enforcement agencies (when legally required)
- 5.5- All third parties are contractually obligated to maintain confidentiality and data protection standards.

6. Data Security & Protection Measures

We implement commercially reasonable administrative, technical, and operational safeguards including:

- 6.1- Restricted system access
- 6.2- Internal data access controls
- 6.3- Secure documentation handling
- 6.4- Confidentiality agreements with employees and partners

7. Data Retention

- 7.1- We retain operational, shipment, and financial records for the period required under applicable Indian laws including GST and taxation regulations.
- 7.2- Data no longer required is securely deleted or archived.

8. User Rights

Subject to legal limitations, individuals may request:

- 8.1- Access to personal data
- 8.2- Rectification of inaccurate information
- 8.3- Deletion where legally permissible
- 8.4- Restriction of certain processing activities

Requests may be sent to:

 info@trucke.in

 +91-7985003929

9. Cross-Border Data Handling

Where operationally required, limited information may be accessed by authorized partners across regions while maintaining appropriate security safeguards.

10. Policy Amendments

- 10.1- The Company reserves the right to modify this Privacy Policy at its sole discretion.
- 10.2- Updated versions will be published on our website with a revised effective date.

11. Contact Information

For privacy-related concerns:

Truckee

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