

Privacy Policy

I. Types of Information we collect

1. Your privacy is of utmost importance to us, and protection of your Personal Data as disclosed by you to us is a key commitment for us.
2. In safeguarding your privacy and to protect your personal data, we are governed by the provisions of applicable rules, regulations and laws in India including the Digital Personal Data Protection Act, 2023, the Information Technology Act 2000 and the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011.
3. We collect and process your Personal Data only to the extent necessary for us to process your requirement(s) and in the manner as detailed hereinafter below in sections III to VII.

II. Applicability of this policy

This Privacy Policy applies only to personal data.

1. “Personal Data” is data relating to you that is directly or indirectly identifiable, having regard to any characteristic, trait, attribute or any other feature of your identity or any combination of such features with any other information.
2. Personal Data, which relates to password, financial information such as bank account or credit card or debit card or other payment instrument details, physical, physiological, and mental health condition, sexual orientation, medical records and history, biometrics or any other data categorized as sensitive under applicable law in India.
3. Personal Data does not mean information that is freely available or accessible in public domain or furnished under the Right to Information Act, 2005 or any other law for the time being in force.

Note: You must at least be 18 years of age to transact on our platforms and also to consent to the processing of your Personal Data.

III. Information we collect

You agree that we may collect and store information about you to process your requests and automatically complete forms for future transactions, including (but not limited to) your phone number, address and e-mail. We may collect the following information with your explicit consent and only for purposes specified in the consent notice:

1. Personal details (e.g., name, contact details including but not limited to, residential address, date of birth, documents such as identity card/ passport details/ Aadhaar details/ PAN/ driving license) provided by you to us to avail various services from us;
2. Financial details (e.g., income, expenses, and/ or credit history) needed as part of request for some of our services; and
3. Images of documents/ photos required to avail any of our services.

IV. Usage and Storage of your Personal Data

We use your Personal Data in our business activities for providing our Lending Partners' products/ services and to perform, among other actions, the following:

1. To facilitate the transactions with our Lending Partners.
2. To check your requirements submitted to us for availing our Lending Partner's products/ services.
3. To verify your identity for us to facilitate the transactions between our Lending Partners and you.
4. To conduct audits and for record keeping purposes.
5. To enable us to show you advertisements which are relevant to you and your interests, selective offers and promotions, search results, location-based services based on consent given and if you sign up for such offers.
6. To auto populate such third-party page's basis your click on advertisement instances on our website and your proceeding to such pages.
7. To comply with the requirements of applicable laws/ regulations and/ or court orders/ regulatory directives received by us.

We may process, store, and retain your Personal Data on our servers where the data centers are located, and/ or on the servers of third parties having contractual relationships with us. We will retain your data for the period that you continue to be our business partner/ vendor and for such period as required to comply with any obligation under any law for the time being in force.

V. Sharing your data

1. We may share your data with competent/ legal/ statutory/ regulatory agencies/ authorities or the Lending Partners in the below cases. Such sharing of data is strictly on a "need to know" basis and subject to appropriate contractually bound confidentiality and security requirements in line with applicable laws.
 - (i) For enabling the provision of the products/ services availed by you from our Lending Partners; or
 - (ii) Where it is directed or required by legal/ regulatory/ statutory/ governmental authorities/ judiciary under any applicable laws/ regulations or judicial pronouncement through a legally obligated request.

VI. Option to deny the consent concerning your Personal Data

1. You may at any point in time choose to deny/ revoke consent for use and/ or restrict disclosure to third parties of any or all your data, and in these instances, we shall immediately cease to process your data or restrict the sharing of data, unless such processing or sharing is necessary under a legal/ regulatory requirement. However, in case you choose to opt for any such revocation/ restriction, we may not be able to offer/ serve you with various products/ services that require us to have your consent for using/ storing/ sharing your Personal Data in accordance with this Policy and in such case, we may have to withdraw/ stop any such products/ services being availed by you through our Lending Partners.

VII. Purging of your Personal Data

1. In case you want to delete your account or your Personal Data, you may write to us at privacy@redbus.com, requesting for deletion of your account. Please note that we may require you to verify your identity before proceeding with your request of deleting your account. Any identity proof that you may provide shall be stored for a period of 21 days from the date of deletion of the account. However, we will retain your Personal Data as long as the purpose for its usage exists, after which the same is disposed of by us except for any record retention required as per applicable law. The provisions of various laws require your transaction logs to be stored for longer periods post the deletion of an account. Further, in the event of the pendency of any legal/ regulatory proceeding or receipt of any legal and/ or regulatory direction to that effect, we may be required by the law of the land to retain your Personal Data for longer periods.

VIII. Personal Data Verification and Rectification

1. You may access your Personal Information from your user account. You may also correct your personal information or delete such information (except some mandatory fields) from your user account directly. If you don't have such a user account, then you may write to privacy@redbus.com.

IX. Cookie Policy

1. redBus uses cookies to personalize your experience on the website and the advertisements that maybe displayed. redBus's use of cookies is similar to that of any other reputable online companies.

Cookies are small pieces of information that are stored by your browser on your device's hard drive. Cookies allow us to serve you better and more efficiently. Cookies also allow ease of access, by logging you in without having to type your login name each time (only your password is needed); we may also use such cookies to display any advertisement(s) to you while you are on the website or to send you offers (or similar emails – provided you have not opted out of receiving such emails) focusing on destinations which may be of your interest.

A cookie may also be placed by our advertising servers, or third party advertising companies. Such cookies are used for purposes of tracking the effectiveness of advertising served by us on any website, and also to use aggregated statistics about your visits to the website in order to provide advertisements or the Website or any other website about services that may be of potential interest to you. The third party advertising companies or advertisement providers may also employ technology that is used to measure the effectiveness of the advertisements. All such information is anonymous. This anonymous information is collected through the use of a pixel tag, which is an industry standard technology and is used by all major websites. They may use this anonymous information about your visits to the website in order to provide advertisements about goods and services of potential interest to you. No Personal Information is collected during this process. The information so collected during this process, is anonymous, and does not link online actions to a user.

Most web browsers automatically accept cookies. Of course, by changing the options on your web browser or using certain software programs, you can control how and whether cookies will be accepted by your browser. redBus supports your right to block any unwanted internet activity, especially that of unscrupulous websites. However, blocking redBus cookies may disable certain features on the website, and may hinder an otherwise seamless experience to purchase or use certain services available on the website. Please note that it is possible to block cookie activity from certain websites while permitting cookies from websites you trust.

X. Links to other websites

1. Our website may contain links to other websites which are not maintained by us. This privacy policy only applies to us. You are requested to read the other websites' privacy policies when visiting these websites.

XI. Reasonable Security Practices and Procedures

While we observe reasonable security measures to protect your Personal Data on all our digital platforms, security risks may still arise for reasons outside of our control such as hacking, virus dissemination, force majeure events, breach of firewall etc. Please note that the above-mentioned measures do not guarantee absolute protection to the Personal Data. We handle all such incidents as per applicable law.

XII. Contact us

1. You may always submit concerns regarding this Privacy Policy via email to us at privacy@redbus.com. We shall endeavor to respond to all reasonable concerns and inquiries.

XIII. Policy Review & Updates

1. This policy will be reviewed by us as and when required and the same may be subject to change at any point in time. The latest & most updated policy can always be found on our website.

While we will make reasonable efforts to keep you posted on any updates to this privacy policy, to make sure that you are aware of any changes, we recommend that you review this policy periodically.

XIV. Governing Law & Jurisdiction

1. This policy will be governed by and construed in accordance with the laws of India and subjected to the exclusive jurisdiction of Courts of Bengaluru.

Note: In this policy, the words “we”, “ours” and/ or “us” refers to redBus India Private Limited and “you” and/ or “your” refers to our business partners/ vendors who intend to transact with our Lending Partners.