

TravAcs Welfare Foundation

Privacy Policy

Effective Date: 01/08/2026

Last Updated: 06/08/2026

1. INTRODUCTION

TravAcs Welfare Foundation ("TravAcs", "we", "our", or "us") respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store, disclose, protect, and otherwise process your personal information when you access or use the TravAcs mobile application, website, customer support services, or any other services offered by TravAcs (collectively referred to as the "Platform").

TravAcs Welfare Foundation is a not-for-profit company incorporated under Section 8 of the Companies Act, 2013 (CIN: U88900UP2024NPL203107), having its registered office at 128 Smith Ganj, Neer Gulzar Dary, Meerut, Uttar Pradesh – 250002, India.

Your privacy is important to us because our mission extends beyond providing services—we strive to build a trusted, safe, and accessible ecosystem for visually impaired individuals and the wider TravAcs community.

By accessing or using the Platform, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, storage, and disclosure of your personal information in accordance with this Policy and applicable law.

Where your consent is required under applicable law, we shall seek such consent before processing your personal data.

2. SCOPE OF THIS POLICY

This Privacy Policy applies to all individuals who interact with the TravAcs Platform, including but not limited to:

- Registered Users.
- TravAcsters.
- Volunteers.
- Applicants.
- Website visitors.
- Event participants.
- Donors where applicable.
- Corporate partners using the Platform.
- Customer support users.
- Any other individual whose personal information is processed by TravAcs.

This Policy applies regardless of whether you access the Platform through:

- Mobile application.
- Website.
- WhatsApp or other authorised messaging channels.
- Telephone support.
- Email.
- Social media interactions managed by TravAcs.
- Offline interactions that later become part of TravAcs' records.

3. DEFINITIONS

For the purposes of this Privacy Policy:

"Personal Data" means any information relating to an identified or identifiable individual.

"Processing" means any operation performed on Personal Data including collection, recording, storage, organisation, retrieval, consultation, use, disclosure, sharing, transmission, deletion, or destruction.

"Platform" means the TravAcs mobile application, website, communication systems, and associated digital services.

"Services" means all services offered or facilitated by TravAcs.

"User" includes any person interacting with the Platform.

"Consent" means any freely given, specific, informed, and unambiguous indication of your agreement to the processing of your Personal Data where required under applicable law.

4. INFORMATION WE COLLECT

The information we collect depends on how you interact with TravAcs.

4.1 Information You Provide

When you create an account, make a booking, become a TravAcser, contact customer support, or otherwise interact with the Platform, we may collect information including:

Identity Information

- Full name.
- Date of birth (where required).
- Gender (optional where applicable).
- Photograph or profile picture.
- Government-issued identification documents where verification is required.

Contact Information

- Mobile number.
- Email address.
- Residential city or address where necessary.
- Emergency contact details.

Accessibility Information

To provide safe and personalised services, we may collect information relating to accessibility needs, including:

- Nature of visual impairment or accessibility requirements.
- Preferred communication methods.
- Preferred guiding techniques or assistance preferences.
- Mobility-related information voluntarily shared by you.
- Any additional accessibility information necessary to deliver requested services.

We request only the minimum accessibility-related information reasonably necessary for providing our Services.

Account Information

- Username.
- Login credentials (stored securely and in encrypted or hashed form where applicable).
- Authentication details.
- Verification status.
- Profile preferences.

Booking Information

- Pickup location.
- Destination.
- Date and time.
- Duration.
- Number of participants.
- Assigned TravAcser.
- Special instructions.
- Trip notes.
- Feedback.
- Ratings.

Payment Information

Where payments are made through the Platform, we may collect:

- Transaction identifiers.
- Payment status.
- Amount paid.
- Refund status.
- Billing details where applicable.

TravAcs does not intentionally store your complete debit card, credit card, UPI PIN, CVV, net banking credentials, or other sensitive payment authentication information. Such information is processed by authorised payment service providers.

Communications

When you contact us, we may collect:

- Emails.
- Chat messages.
- Customer support interactions.
- Call recordings where disclosed.
- Complaint details.
- Feedback.

- Survey responses.
-

5. INFORMATION COLLECTED AUTOMATICALLY

When you use the Platform, certain information may be collected automatically.

This may include:

Device Information

- Device model.
- Device manufacturer.
- Operating system.
- Browser type.
- App version.
- Language settings.
- Device identifiers.

Technical Information

- IP address.
- Internet service provider.
- Network information.
- Crash reports.
- Error logs.
- Performance diagnostics.
- Session information.

Usage Information

We may collect information about how you interact with the Platform, including:

- Features accessed.
- Pages visited.
- Time spent.
- Buttons clicked.
- Search activity.
- Booking activity.
- Navigation patterns.

- General analytics information.

This information helps us improve accessibility, performance, and reliability.

6. LOCATION INFORMATION

Because TravAcs facilitates real-world mobility assistance, location information plays an important role in delivering Services.

Subject to your device permissions and applicable law, we may collect:

- Current location.
- Pickup location.
- Destination.
- GPS coordinates.
- Route information.
- Approximate location based on your device.
- Location history associated with completed bookings where operationally necessary.

Location information may be used for purposes including:

- Matching users with nearby TravAcscers.
- Coordinating trips.
- Improving safety.
- Providing emergency assistance.
- Preventing fraud.
- Improving service quality.

You may disable location permissions through your device settings. However, certain features of the Platform may not function correctly or may become unavailable.

TravAcs does not guarantee the accuracy of GPS or third-party location technologies.

7. INFORMATION FROM THIRD PARTIES

TravAcs may receive information from trusted third-party sources including:

- Payment gateway providers.
- Identity verification partners.

- Background verification agencies.
- Government databases where legally authorised.
- Social login providers (where available).
- Analytics providers.
- Communication service providers.
- Customer support partners.
- Referral partners.

Any information received shall be processed in accordance with this Privacy Policy and applicable law.

8. WHY WE COLLECT YOUR INFORMATION

TravAcs collects and processes Personal Data only for legitimate and lawful purposes, including:

- Creating and managing user accounts.
- Facilitating bookings.
- Matching Users and TravAcers.
- Providing accessibility services.
- Customer support.
- Identity verification.
- Fraud prevention.
- Safety and emergency response.
- Payment processing.
- Service improvement.
- Research and analytics.
- Product development.
- Legal compliance.
- Internal administration.
- Resolving disputes.
- Protecting the rights, safety, and property of TravAcs and its users.

We collect only the information reasonably necessary for these purposes and strive to minimise unnecessary collection of personal data.

9. HOW WE USE YOUR PERSONAL DATA

TravAcs processes Personal Data only for legitimate, lawful, and operational purposes connected with the provision and improvement of our Services.

Depending on your interaction with the Platform, we may use your Personal Data for the following purposes:

9.1 Providing Our Services

We use your information to:

- Create and maintain your account.
- Verify your identity where required.
- Process bookings and service requests.
- Match Users with appropriate TravAcscrs.
- Coordinate travel assistance.
- Facilitate communication between Users and TravAcscrs where necessary for a booking.
- Manage payments, refunds, reimbursements, and settlements.
- Provide customer support.
- Maintain trip records and service history.

9.2 Accessibility and Personalisation

Accessibility is central to TravAcs' mission.

We may use accessibility-related information to:

- Better understand your assistance requirements.
- Recommend suitable TravAcscrs.
- Improve navigation support.
- Provide a more personalised and comfortable experience.
- Reduce safety risks during trips.
- Improve future accessibility features.

Accessibility-related information is processed only to the extent reasonably necessary for providing or improving our Services.

9.3 Safety and Security

Your information may be used to:

- Verify identities.
- Detect fraudulent activity.
- Prevent misuse of the Platform.
- Investigate complaints.
- Respond to emergencies.
- Protect Users and TravAcSers.
- Maintain Platform security.
- Enforce our Terms and Policies.

9.4 Legal and Regulatory Compliance

We may process Personal Data where necessary to:

- Comply with applicable laws.
- Respond to lawful requests from government authorities.
- Comply with court orders or legal proceedings.
- Meet accounting, taxation, audit, and regulatory obligations.
- Protect our legal rights.

9.5 Service Improvement

We continuously improve our Platform.

Information may be used to:

- Analyse usage trends.
- Identify accessibility barriers.
- Improve user experience.
- Develop new products or services.
- Improve training programmes.
- Enhance operational efficiency.
- Conduct internal quality assurance.

Where reasonably practicable, we may use aggregated or anonymised information for analytics and research.

10. HOW WE SHARE YOUR INFORMATION

TravAcS does not sell your Personal Data.

We share Personal Data only where reasonably necessary for providing Services, complying with legal obligations, protecting legitimate interests, or with your consent where required.

10.1 Sharing with TravAcser

Where you book a service, TravAcs may share limited information with the assigned TravAcser, including:

- Your name.
- Pickup and destination details.
- Booking schedule.
- Accessibility requirements relevant to the trip.
- Emergency information where necessary.
- Special instructions relating to the booking.

Only information reasonably necessary for the performance of the booking shall be shared.

10.2 Sharing with Users

Where a TravAcser accepts a booking, TravAcs may share limited information with the User, including:

- TravAcser's first name.
- Profile photograph (where applicable).
- Contact information required for the booking.
- Verification status.
- Rating or experience information where displayed on the Platform.

10.3 Service Providers

TravAcs may engage trusted service providers to support our operations, including:

- Payment gateway providers.
- Cloud hosting providers.
- Customer support providers.
- Communication service providers.
- SMS and email providers.
- Analytics providers.
- Background verification agencies.
- Technology vendors.
- IT support providers.

Such service providers may access Personal Data only to the extent reasonably necessary to perform services on our behalf and are expected to protect such information through appropriate contractual and security obligations.

10.4 Legal Disclosures

We may disclose Personal Data where reasonably necessary to:

- Comply with applicable law.
- Respond to lawful governmental requests.
- Enforce our Terms or Policies.
- Protect the safety of Users or TravAcers.
- Prevent fraud or criminal activity.
- Protect the legal rights or property of TravAcers.

10.5 Business Changes

If TravAcers undergoes a merger, restructuring, reorganisation, transfer of operations, or similar transaction, Personal Data may be transferred as part of that process, subject to applicable law and appropriate safeguards.

11. ARTIFICIAL INTELLIGENCE AND AUTOMATED PROCESSING

TravAcers may use artificial intelligence ("AI"), machine learning, or automated technologies to improve accessibility, efficiency, and user experience.

These technologies may assist with:

- Customer support.
- Accessibility descriptions.
- Trip recommendations.
- Booking assistance.
- Route suggestions.
- Fraud detection.
- Platform analytics.
- Service optimisation.

Where AI-generated information is provided, it is intended to assist users and should not be considered professional medical, legal, or financial advice.

Where significant decisions affecting users are made, TravAcs will endeavour to ensure appropriate human oversight where reasonably practicable.

12. COOKIES AND SIMILAR TECHNOLOGIES

Our website and certain digital services may use cookies, pixels, SDKs, local storage, and similar technologies to improve functionality and user experience.

These technologies may be used for purposes including:

- Authentication.
- Security.
- Session management.
- Remembering preferences.
- Performance monitoring.
- Analytics.
- Error detection.
- Improving accessibility.

Users may manage cookie preferences through browser settings where applicable.

Disabling certain cookies may affect the functionality of some Platform features.

13. DATA RETENTION

TravAcs retains Personal Data only for as long as reasonably necessary to fulfil the purposes described in this Privacy Policy or as required by applicable law.

Retention periods may vary depending on:

- Active account status.
- Legal obligations.
- Regulatory requirements.
- Accounting requirements.

- Taxation requirements.
- Dispute resolution.
- Fraud prevention.
- Safety investigations.
- Operational needs.

When Personal Data is no longer required, TravAcs will securely delete, anonymise, or otherwise dispose of such information in accordance with applicable law and internal data retention practices.

Certain records may be retained for longer periods where legally required or reasonably necessary to establish, exercise, or defend legal claims.

14. DATA SECURITY

TravAcs takes reasonable technical, organisational, and administrative measures to protect Personal Data against unauthorised access, alteration, disclosure, misuse, loss, or destruction.

Security measures may include:

- Encryption where appropriate.
- Secure servers.
- Access controls.
- Authentication mechanisms.
- Role-based access.
- Activity monitoring.
- Secure backups.
- Employee confidentiality obligations.
- Periodic security assessments.

Despite our efforts, no method of electronic transmission or storage is completely secure.

Accordingly, TravAcs cannot guarantee absolute security, and users acknowledge the inherent risks associated with internet-based services.

Users are responsible for maintaining the confidentiality of their account credentials and should promptly notify TravAcs of any suspected unauthorised access to their account.

15. YOUR PRIVACY RIGHTS

Subject to applicable law, you may have the right to:

- Access Personal Data maintained by TravAcs.
- Request correction of inaccurate information.
- Update your account information.
- Request deletion of Personal Data where legally permissible.
- Withdraw consent where processing is based on consent.
- Request information regarding the processing of your Personal Data.
- Lodge complaints regarding privacy concerns.

TravAcs may request reasonable verification of identity before processing such requests.

Certain requests may be declined where retention or continued processing is required under applicable law or for legitimate operational purposes.

16. CHILDREN'S PRIVACY

TravAcs recognises that certain Services may be used by or for minors with visual impairments.

Where Services are requested for a person below the age prescribed under applicable law for providing independent consent, the booking, registration, or consent should ordinarily be completed by a parent, legal guardian, or other authorised representative.

TravAcs does not knowingly collect Personal Data from children in a manner inconsistent with applicable law.

Parents and guardians who believe that Personal Data has been collected contrary to this Policy may contact TravAcs for appropriate review.

17. INTERNATIONAL DATA TRANSFERS

TravAcs primarily operates in India.

However, certain technology providers, cloud infrastructure providers, communication services, or software vendors engaged by TravAcs may process or store information outside India.

Where such transfers occur, TravAcs shall take reasonable steps to ensure that Personal Data continues to receive an appropriate level of protection in accordance with applicable law and contractual safeguards.

18. THIRD-PARTY WEBSITES AND SERVICES

The Platform may contain links to third-party websites, applications, or services.

TravAcs does not control such third-party platforms and is not responsible for their privacy practices, content, or security.

Users are encouraged to review the privacy policies of third-party services before sharing Personal Data with them.

19. WITHDRAWAL OF CONSENT

Where the processing of your Personal Data is based on your consent, you may withdraw such consent at any time by using the options available within the Platform or by contacting TravAcs through the official support channels.

Withdrawal of consent shall not affect the lawfulness of any processing carried out prior to such withdrawal.

Please note that withdrawing consent for certain categories of processing may affect our ability to provide some or all of the Services. For example, if location permissions or accessibility-related information essential for a booked service are withdrawn, TravAcs may be unable to coordinate or safely deliver that service.

Where applicable, TravAcs may continue to retain or process certain information where required by law or for legitimate purposes such as fraud prevention, dispute resolution, accounting, taxation, regulatory compliance, or the establishment, exercise, or defence of legal claims.

20. CHANGES TO THIS PRIVACY POLICY

TravAcs may update or revise this Privacy Policy from time to time to reflect:

- Changes in applicable laws or regulations.

- New features or services.
- Improvements in technology.
- Changes to our operational practices.
- Security enhancements.
- Feedback received from users.

The "Last Updated" date at the beginning of this Policy will indicate the most recent revision.

Where material changes are made, TravAcs will take reasonable steps to notify users through the Platform, email, push notifications, or other appropriate communication channels.

Your continued use of the Platform after such updates constitutes your acknowledgement of the revised Privacy Policy, to the extent permitted by applicable law.

21. GRIEVANCE REDRESSAL

TravAcs is committed to addressing privacy-related concerns promptly, fairly, and transparently.

If you have any questions, concerns, or complaints regarding the collection, use, disclosure, or protection of your Personal Data, you may contact our designated Grievance Officer or authorised privacy contact using the details published by TravAcs.

When submitting a grievance, please include sufficient details to help us understand and investigate your concern.

TravAcs will acknowledge and endeavour to resolve genuine privacy-related complaints within a reasonable period, subject to the complexity of the matter and applicable legal requirements.

Where required under applicable law, TravAcs shall designate a Grievance Officer or other authorised person and publish the relevant contact details on the Platform.

22. COMPLIANCE WITH APPLICABLE LAWS

TravAcs endeavours to process Personal Data in accordance with applicable laws relating to data protection, privacy, electronic records, cybersecurity, consumer protection, and digital services.

Nothing in this Privacy Policy shall be interpreted as limiting any rights or obligations that cannot lawfully be excluded under applicable legislation.

Where any provision of this Privacy Policy conflicts with mandatory legal requirements, the applicable law shall prevail to the extent of such conflict, while the remaining provisions shall continue in full force and effect.

23. CONTACT US

If you have any questions regarding this Privacy Policy or our privacy practices, you may contact us through our official channels.

Email: support@travacs.in

Website: www.travacs.in

Registered Office:

TravAcs Welfare Foundation

128 Smith Ganj, Neer Gulzar Dary, Meerut, Uttar Pradesh – 250002, India

For general support relating to bookings or platform usage, please use the customer support options available within the TravAcs mobile application or website.

24. OUR PRIVACY COMMITMENT

At TravAcs, privacy is more than a legal obligation—it is a part of our commitment to building an accessible, respectful, and trustworthy community.

As an organisation dedicated to improving independent mobility for visually impaired individuals, we recognise that users place significant trust in us by sharing personal information. We value that trust and strive to honour it through responsible data practices.

Our commitment includes:

- Collecting only the information reasonably necessary to provide safe, accessible, and high-quality Services.
- Respecting the dignity, independence, and confidentiality of every individual who interacts with TravAcs.

- Processing accessibility-related information solely for improving safety, service delivery, and user experience, and not for discrimination or unrelated profiling.
- Limiting access to Personal Data to authorised personnel and trusted service providers who require such access to perform their responsibilities.
- Maintaining appropriate technical, organisational, and administrative safeguards to protect Personal Data.
- Continuously reviewing and improving our privacy and security practices as our Platform and Services evolve.
- Being transparent about how Personal Data is collected, used, shared, and protected.

Privacy is an ongoing responsibility, and TravAcs remains committed to strengthening user trust through accountability, openness, and continuous improvement.

25. ACKNOWLEDGEMENT

By accessing or using the TravAcs Platform, you acknowledge that you have read and understood this Privacy Policy.

Where your consent is required under applicable law, you consent to the collection, use, storage, disclosure, and processing of your Personal Data in accordance with this Privacy Policy.

If you do not agree with this Privacy Policy, you should discontinue use of the Platform and may request closure of your account, subject to applicable legal and operational requirements.