

PRIVACY POLICY

Effective Date: 06 October 2026

Last Updated: 06 October 2026

TRX Logistics & Support Services Pvt. Ltd. ("TRX Logistics", "TRX", "Company", "we", "us" or "our") respects your privacy and is committed to protecting the personal information of customers, passengers, corporate clients, vendors, business partners and visitors to our website and digital platforms.

This Privacy Policy explains how TRX Logistics collects, uses, stores, protects and shares information when you visit our website, contact us, make a booking, use our transportation services or otherwise interact with us.

By using our website or services, you acknowledge and agree to the practices described in this Privacy Policy.

1. About TRX Logistics

TRX Logistics & Support Services Pvt. Ltd. is a transportation and mobility services company providing transportation solutions including employee transportation, airport transfers, event and conference transportation, chauffeur-driven services, shuttle services, long-term car rental and coach rental.

Corporate/Operational Office:

Plot No. 230, Udyog Vihar Phase I, Gurgaon – 122016, Haryana, India

Registered Office:

RZ K-86, New Roshanpura, Najafgarh, New Delhi – 110043, India

Email: info@trxlogistic.com

Phone: +91 9599188383

Website: www.trxlogistic.com

2. Information We Collect

Depending on the nature of the service or interaction, we may collect the following information:

2.1 Personal Information

- Full name
- Mobile number
- Email address
- Residential or business address
- Company/organization name

- Billing information
- GST details, where applicable
- Communication preferences

2.2 Booking and Transportation Information

- Pickup and drop-off locations
- Travel date and time
- Passenger details
- Booking/reference number
- Vehicle and service requirements
- Trip history
- Driver and vehicle details relevant to the service
- Special transportation requirements communicated by the customer

2.3 Payment Information

Where payments are made online, we may receive transaction-related information such as payment status, transaction/reference number, amount paid and payment date.

Payment card information may be processed by the applicable payment gateway or financial institution. TRX Logistics does not intentionally store complete card numbers, CVV numbers or other sensitive payment credentials unless lawfully required and appropriately secured.

2.4 Technical Information

When you visit our website or use our digital services, certain technical information may be automatically collected, including:

- IP address
- Browser type
- Device information
- Operating system
- Date and time of access
- Pages visited
- Website usage information
- Cookies and similar technologies

3. How We Use Your Information

We may use collected information for the following purposes:

1. To provide transportation and related services;
2. To process and manage bookings;
3. To confirm, modify or cancel bookings;
4. To communicate with passengers and customers;
5. To coordinate vehicles and drivers;
6. To process payments and issue invoices;
7. To provide customer support;
8. To manage corporate accounts and contractual relationships;
9. To maintain accounting, tax and business records;
10. To improve our website, technology and services;
11. To detect and prevent fraud, misuse and unauthorized activities;
12. To comply with applicable laws and regulatory requirements;
13. To resolve complaints and disputes; and
14. To send service-related communications.

Where permitted by applicable law, we may also use contact information for promotional or marketing communications. You may request to stop receiving promotional communications.

4. Legal Basis for Processing

Where applicable, personal information may be processed based on:

- Your consent;
- Performance of a contract or requested service;
- Compliance with a legal obligation;
- Legitimate business purposes; or
- Protection of the rights, safety and property of TRX Logistics, its customers or other persons.

5. Sharing of Information

We may share relevant information only where reasonably necessary with:

- Drivers and transportation personnel;
- Vehicle owners/operators and transportation partners;
- Corporate customers where required to provide contracted services;
- Payment gateways and financial institutions;
- Technology, hosting and IT service providers;
- Professional advisers, auditors and legal representatives;
- Government authorities, courts, regulators or law-enforcement agencies where required by law; and
- Other service providers engaged for legitimate business purposes.

We do not sell personal information to third parties for their independent marketing purposes.

6. Cookies

Our website may use cookies and similar technologies to improve website functionality, understand visitor behaviour, remember preferences and improve user experience.

You may control or disable cookies through your browser settings. Some website functions may not operate properly if certain cookies are disabled.

7. Third-Party Services and Links

Our website may contain links to third-party websites, payment gateways or other services.

TRX Logistics is not responsible for the privacy practices, security or content of third-party websites or services. Users should review the applicable privacy policy of the relevant third party before providing personal information.

8. Data Security

TRX Logistics takes reasonable technical, administrative and organizational measures to protect personal information against unauthorized access, misuse, alteration, disclosure or destruction.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure. Accordingly, while we take reasonable precautions, we cannot guarantee absolute security of information transmitted electronically.

9. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including:

- Providing services;
- Maintaining business and transaction records;
- Accounting and taxation;
- Contractual obligations;
- Resolving disputes;
- Preventing fraud; and
- Complying with applicable legal requirements.

When information is no longer required, it may be deleted, anonymized or securely disposed of in accordance with applicable requirements.

10. User Rights

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

- Request access to personal information held about you;
- Request correction of inaccurate information;
- Request deletion of information where legally permissible;
- Withdraw consent where processing is based on consent;
- Raise concerns regarding the handling of your personal information; and
- Request information regarding the processing of your personal information.

Requests may be submitted through the contact details provided in this Privacy Policy.

11. Children's Privacy

Our services are primarily intended for adults, passengers, corporate customers and business users.

We do not knowingly collect personal information from children in violation of applicable law.

12. Data Breach and Security Incidents

If TRX Logistics becomes aware of a personal-data security incident requiring notification under applicable law, the Company will take appropriate steps as required by applicable legal and regulatory requirements.

13. Changes to This Privacy Policy

TRX Logistics may update this Privacy Policy from time to time to reflect changes in our services, technology, business practices or applicable laws.

The revised Privacy Policy will be published on our website with the updated effective date.

14. Contact Us

For questions, requests or concerns regarding this Privacy Policy or the handling of personal information, please contact:

TRX Logistics & Support Services Pvt. Ltd.

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