

Vamu Tamu - Privacy Policy

PRIVACY POLICY for Vamu Tamu

1. Introduction

This Privacy Policy explains how Vamu Tamu collects, uses, stores, and protects personal information when users access or use our transportation services, mobile applications, websites, or related platforms.

By using our services, users agree to the collection and use of information in accordance with this Privacy Policy.

2. Information We Collect

Vamu Tamu may collect the following information:

- Full name
- Phone number
- Email address
- Payment information
- GPS and location data
- Ride history
- Device and application information
- Communication records
- Video and audio recordings inside vehicles where applicable

3. Location Data

Our services require access to real-time GPS location data in order to:

- Match users with drivers
- Provide accurate pickup and drop-off locations
- Improve route efficiency
- Enhance safety and fraud prevention

Users may disable location services, but certain features may not function properly.

4. Video and Audio Recording

For safety and security purposes, vehicles operating under Vamu Tamu may contain:

- Interior and exterior cameras
- Audio recording systems
- GPS tracking systems

By using the service, passengers acknowledge and consent to possible video and audio recording while inside the vehicle.

Recordings may be used for:

- Safety investigations
- Dispute resolution
- Fraud prevention
- Legal compliance
- Driver and passenger protection

5. How We Use Information

Vamu Tamu may use collected information for:

- Providing transportation services

- Processing payments
- Customer support
- Service improvements
- Safety and security monitoring
- Fraud prevention
- Marketing and promotional communication
- Compliance with legal obligations

6. Sharing of Information

Vamu Tamu may share information with:

- Drivers providing transportation services
- Payment processing providers
- Technical and cloud service providers
- Government authorities where legally required
- Insurance or legal representatives when necessary

We do not sell personal information to third parties.

7. Data Security

We implement reasonable technical and organizational measures to protect user information from unauthorized access, misuse, loss, or disclosure.

However, no system can guarantee complete security.

8. Data Retention

Personal information may be retained for as long as necessary to:

- Provide services
- Resolve disputes
- Enforce agreements
- Comply with legal obligations
- Improve operational performance

9. User Rights

Users may have the right to:

- Access personal information
- Request corrections
- Request deletion of data where legally permitted
- Object to certain processing activities
- Withdraw consent where applicable

Requests may be submitted through official Vamu Tamu communication channels.

10. Cookies and Analytics

Our websites and applications may use cookies, analytics tools, and similar technologies to:

- Improve user experience
- Analyze traffic and usage
- Personalize content
- Enhance platform performance

11. Third-Party Services

Our services may contain links or integrations with third-party platforms or payment providers. Vamu Tamu is not responsible for the privacy practices of third-party services.

12. Children's Privacy

Vamu Tamu services are not intended for children under the minimum legal age required to use transportation services independently.

13. Changes to This Privacy Policy

Vamu Tamu reserves the right to update or modify this Privacy Policy at any time without prior notice.

Continued use of the services after changes are published constitutes acceptance of the updated Privacy Policy.

14. Contact Information

For questions regarding this Privacy Policy, users may contact Vamu Tamu through official company communication channels.