



PRIVACY POLICY – ENERFLEET

Effective Date: March 31, 2026

Last Updated: March 31, 2026

1. Introduction and Acceptance

Enerfleet ("**we**", "**us**", "**our**", or "**Company**") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website and interact with our services.

By accessing, browsing, or using www.enerfleet.in in any way, you automatically accept and agree to this Privacy Policy. If you do not agree with our policies and practices, you must immediately stop using our website and discontinue all access.

Your continued use of our website constitutes your ongoing acceptance of this Privacy Policy and any updates to it.

2. Information We Collect

2.1 Information You Provide Directly

When you submit an inquiry form on our website, we collect the following personal information:

- Full name
- Email address
- Phone number
- Company name
- Job title
- Company location
- Inquiry details and messages
- Any other information you voluntarily provide in your inquiry

2.2 Information Collected Automatically

When you visit our website, we automatically collect certain information:

- IP address and device identifiers
- Browser type and version
- Operating system
- Pages visited and time spent on each page
- Referring website or source
- Cookies and similar tracking technologies

2.3 Future Dashboard Information

When you access our client dashboard (in the future), we will collect:

- Login credentials and authentication data
- Fleet information and vehicle data
- Real-time monitoring data (vehicle location, battery status, performance metrics)
- Payment information and transaction history
- Usage patterns and analytics

3. Purpose of Data Collection

We collect and use your information for the following purposes:

- Service Delivery: To respond to your inquiries and provide information about our EV fleet solutions
- Account Management: To create and manage your dashboard account (future feature)
- Product Monitoring: To provide real-time fleet monitoring and analytics
- Payment Processing: To process payments and manage billing
- Communication: To send you updates, newsletters, and service-related notifications
- Website Improvement: To analyze website performance and user behavior
- Legal Compliance: To comply with applicable laws and regulations
- Customer Support: To provide technical support and resolve issues
- Marketing: To send promotional content (only with your consent)

4. Data Sharing and Third Parties

We may share your personal information with:

- Payment Processors: Third-party payment gateways to process transactions securely
- Analytics Providers: Services like Google Analytics to understand website usage
- Cloud Service Providers: To securely store and manage your data
- Customer Support Tools: Third-party platforms for managing inquiries and support
- Legal Authorities: When required by law or to protect our legal rights

We do not sell your personal data to third parties for marketing purposes. Any sharing is limited to service providers who are contractually bound to maintain confidentiality.

5. Data Security

We implement industry-standard security measures to protect your personal information:

- Encryption: Data transmitted to our servers is encrypted using SSL/TLS technology
- Secure Servers: Information is stored on secure, password-protected servers
- Access Controls: Only authorized employees have access to personal data

- Regular Audits: We conduct regular security assessments
- Employee Training: Our team is trained on data protection and privacy practices

However, no security system is completely impenetrable. We cannot guarantee absolute security of your data. You transmit information to us at your own risk.

6. User Rights

You have the following rights regarding your personal data:

- Access: Request a copy of the personal data we hold about you
- Correction: Request correction of inaccurate or incomplete data
- Deletion: Request deletion of your personal data (subject to legal obligations)
- Portability: Request your data in a structured, commonly-used format
- Opt-Out: Opt out of marketing communications at any time

To exercise these rights, contact us at support@enerfleet.in with your request. We will respond within 30 days.

7. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to:

- Remember your preferences
- Track website usage and performance
- Enable analytics and improve user experience
- Deliver targeted content

Types of cookies we use:

- Essential Cookies: Required for website functionality
- Analytics Cookies: To understand how you use our website
- Marketing Cookies: To deliver relevant advertisements (if applicable)

You can control cookies through your browser settings. Disabling cookies may affect website functionality. By continuing to use our website, you consent to our use of cookies.

8. Data Retention

We retain your personal data for as long as necessary to:

- Provide our services
- Fulfill your requests
- Comply with legal obligations
- Resolve disputes

Specific retention periods:

- Inquiry Data: Retained for 2 years or until you request deletion
- Account Data: Retained for the duration of your account plus 1 year after termination
- Payment Data: Retained for 7 years for tax and compliance purposes
- Analytics Data: Retained for 12-24 months

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of external websites. Please review their privacy policies before providing personal information.

10. Children's Privacy

Our website and services are not directed to children under 18 years of age. We do not knowingly collect personal information from children. If we become aware that a child has provided us with personal information, we will delete such information promptly.

11. International Data Transfers

Enerfleet is based in India. Your data may be transferred to, stored in, and processed in India or other countries where we operate. By using our website, you consent to such transfers.

12. Your Privacy Rights Under Indian Law

Under the Information Technology Act, 2000 and related regulations, you have rights regarding your personal data. We comply with applicable Indian data protection laws and regulations.

13. Contact Us

For privacy-related questions, concerns, or to exercise your rights, contact us at:

Enerfleet

Email: support@enerfleet.in

Website: www.enerfleet.in

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of significant changes by posting the updated policy on our website and updating the "Last Updated" date. Your continued use of our website after changes are posted constitutes your acceptance of the updated Privacy Policy. We recommend reviewing this policy periodically to stay informed of any changes.
