

Privacy Policy

For drivers using the Vangoo Partner mobile application.

This policy explains what personal information the Vangoo Partner application ("the app") collects from you as a driver, why it is collected, how long it is kept, and the choices you have. It applies only to the driver-facing app — a separate policy governs the parent and school-administrator applications.

Driver accounts are **created by your school or transport operator** from an administrative console. You do not self-register in the app; you sign in with the mobile number your administrator has registered against your account. By signing in and using the app you accept the practices described here.

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Who is responsible for your data

The **school or transport operator that employs you** is the primary controller of the data you generate in the app. They decide which routes are assigned to you, who can see your location, and how long ride records are retained. Questions about access, correction, or deletion of your account data should be directed to them first.

The app's developer operates the software and the servers that store your data on the operator's behalf, and is responsible for keeping that infrastructure secure.

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What we collect

2.1 · Information provided by your administrator

When your account is created on the back end, the following is entered on your behalf: your full name, registered mobile number, email address (if held), assigned vehicle, and route or depot assignments. A profile photo and a driver QR code may also be attached to your record.

2.2 · Information you provide in the app

You choose a private four-digit **Ride PIN** the first time you sign in, and may change your password, PIN, or profile photo later. When you file a leave request you submit dates and a reason. When you contact support from within the app you submit a subject and message.

2.3 · Information collected automatically while a ride is running

From the moment you start a ride until you end it (or trigger SOS), the app collects:

- **Precise device location** (latitude, longitude, heading, and speed), sampled roughly every seven seconds, including when the screen is off.
- **Ride events** — ride start and end times, each student marked picked, dropped, or absent, and the halt at which the action was taken.
- **SOS events** — the time and location at which SOS was triggered.

Between rides — when no ride is active — the app does **not** record your location.

2.4 · Device and diagnostic information

To keep the service running the app records basic device information: operating system and version, app version, device model, a randomly generated installation identifier, network type, and crash or error logs. These are used to reproduce faults and improve stability.

2.5 · Notification tokens

If you grant notification permission, the app stores the push token issued by your device platform so ride assignments and admin messages can reach you.

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Why we collect it

To run rides. Location during an active ride is shown live to the parents of students on that route and to administrators, so they know where the bus is and when it is likely to arrive.

To keep a record. Ride events form the pickup and drop-off history that appears in the Report tab and in the school's records.

To authenticate you. Mobile number and OTP verify who is signing in; the Ride PIN authorises the start and end of a ride.

To respond to emergencies. SOS location and time are shared with your control room and, where the operator has configured it, with affected parents.

To keep the app working. Diagnostics and crash logs help us fix bugs. Push tokens deliver notifications to your device.

Permissions on your phone

Two device permissions materially affect what the app can do. You can review or change them from your phone's Settings at any time.

Location — "Allow all the time"	Required. Without background location, ride tracking stops the moment your screen turns off, and rides cannot be started.
Notifications	Recommended. Used for ride assignments, admin messages, and the persistent "Vangoo Partner Active" banner shown during a ride.

Revoking background location will not delete your account, but it will prevent you from starting rides until it is granted again.

Who your data is shared with

Your data is not sold, rented, or used for advertising. It is shared only in the following ways:

- **Your school or operator's administrators** — see your profile, your assigned vehicle, ride history, live location during active rides, and any leave or support requests you file.
- **Parents of students on your active ride** — see the bus's live location and pickup/drop status while the ride is running. They do not see your personal contact details.
- **Service providers** — cloud hosting, SMS/OTP delivery, push-notification gateways, map and routing providers, and crash-reporting tools. They process data on our instructions and are bound to keep it confidential.
- **Legal and safety disclosures** — where required by law, court order, or to investigate a credible threat to safety.

How long it is kept

Live location points are retained for the duration of the ride and for a short window afterwards for playback and audit — typically up to 90 days, unless your operator has agreed a different period with us. Ride event records (picked, dropped, absent, SOS) are retained for as long as the operator's contract with us is active, so historical reports remain available.

Profile information is retained while your driver account is active. When your operator deactivates your account, identifying fields are anonymised or deleted within 90 days, except where a longer period is required by law or by an unresolved dispute.

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Your choices and rights

Depending on the laws that apply where you work, you may have the right to access the personal data held about you, to correct it, to have it deleted, or to object to a specific use. Because your operator controls the account, most of these requests are handled through them; we will assist where the request reaches us directly.

Independently of any legal right, you can at any time:

- Change your Ride PIN or password from the Account tab.
- Update your profile photo from the Account tab.
- Log out of the app from the Account tab.
- Revoke location or notification permissions from your phone's Settings.
- Contact your administrator or use in-app Support to request deletion or correction of records held about you.

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Security

Data in transit is protected with industry-standard transport encryption. Passwords are stored as one-way hashes; your Ride PIN is stored in the same manner and is never displayed back to anyone. Access to production systems is restricted to a small number of engineers on the basis of need, and administrative sessions are logged.

No system is perfectly secure. If we become aware of a breach that affects your data we will notify your operator, and where required by law will notify you directly.

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Children

The driver app is intended for adults employed as drivers. It is not offered to, and should not be used by, anyone under the age of 18. Student information you interact with in the app (names, halts, pickup status) belongs to minors and is handled under the separate parent-facing policy — treat it with care and do not share it outside the app.

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Changes to this policy

We may update this policy from time to time. When changes are material we will notify you in the app before they take effect. Continued use of the app after the effective date of an updated policy means you accept the change.

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Contact

FIRST — YOUR OPERATOR

For anything about your account, ride history, or the data held about you, contact the administrator at the school or transport company that employs you.

THEN — THE APP TEAM

Use the in-app **Support** option under Account, or email us directly.

vango.application@gmail.com