

Terms of Use

The rules you accept every time you sign in to Vangoo Partner.

These Terms of Use ("Terms") govern your use of the **Vangoo Partner** mobile application ("the app") in your capacity as a driver for a school or transport operator that has subscribed to the Vangoo service. By signing in, or by continuing to use the app after these Terms change, you accept them in full. If you do not accept them, do not use the app and tell your administrator.

These Terms sit alongside — and should be read with — the Vangoo Partner Privacy Policy.

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Eligibility & account

The app is provided to adult, licensed drivers whom a Vangoo customer (a school or transport operator) has employed or contracted to run school routes. You must be at least 18 years old and hold a valid driving licence appropriate to the vehicle you operate.

Driver accounts are **created and administered from the back end** by your operator. You do not self-register in the app. You gain access by signing in with the mobile number your operator has registered against your account and verifying a one-time code sent by SMS. The account is personal to you — it is not transferable.

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Your Ride PIN & credentials

The first time you sign in, you must choose a private four-digit **Ride PIN**. You will enter it to start and end every ride.

Keep it to yourself. Anyone with your PIN can begin or close a shift under your name.

Do not share your OTP. Vangoo and your operator will never ask you for the code sent by SMS.

Rotate it if compromised. Change your PIN or password from the Account tab the moment you suspect either has been seen by someone else, and tell your administrator.

You are responsible for actions taken through the app while signed in with your credentials, subject to the security safeguards described in the Privacy Policy.

How you agree to use the app

You agree to use Vangoo Partner honestly and only for its intended purpose — running the school routes your operator has assigned to you. In particular, you agree to:

- **Start a ride** only when you are actually about to drive it, and choose the correct ride type (Pickup or Drop-off) for the run.
- **Mark student status truthfully.** Mark students *picked*, *dropped*, or *absent* in real time and only for what actually occurred. Do not mark a student picked or dropped who was not on board.
- **End the ride** when the route is complete. Do not leave a ride running overnight.
- **Grant "Allow all the time"** location permission and keep GPS on for the duration of any ride, so parents and administrators see accurate live location.
- **Do not swipe away** the persistent "Vangoo Partner Active" notification while a ride is running.
- **Use SOS honestly.** Trigger SOS only for real breakdowns, safety incidents, or emergencies — not to end a ride early.
- **Follow the road.** Do not interact with the app in a way that distracts you from safe driving. Mount your phone in a cradle, and mark status while stopped.
- **Respect student data.** Names, halts, and pickup information you see in the app belong to minors — do not photograph, forward, or share them outside the app.

What you may not do

You may not:

- Let another person — driver, family member, or otherwise — sign in with your credentials or use your PIN.
- Falsify pickup, drop-off, or attendance status, or mark students in bulk before or after the actual event.
- Disable, spoof, or interfere with the location, notification, or background services the app needs to run.
- Attempt to reverse-engineer, decompile, or extract source code from the app; access it through unofficial clients; or automate its use.
- Use the app to send abusive, harassing, or unlawful content to administrators, parents, or the support team.
- Use the app on a device you do not control, or on a rooted / jailbroken device where doing so materially weakens security.
- Use the app for anything other than the transport service your operator has assigned to you.

Serious or repeated breaches may lead to your account being suspended by your operator or by Vangoo, and may be reported to the relevant authorities.

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Location tracking during rides

You acknowledge and agree that from the moment you start a ride until you end it (or trigger SOS), the app records the vehicle's precise location, speed, and heading, and shares that information — in real time — with your operator's administrators and with the parents of students on the active route. This is the core function of the service and cannot be turned off during a ride.

Outside of an active ride, the app does not track your location. Full details on collection, retention, and sharing are set out in the Privacy Policy.

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Device, network & battery

You are responsible for providing a device that meets the app's minimum operating-system version, and for the mobile data required to run rides. You agree to:

- Install updates when a compulsory app version is released — the app cannot be used at older required versions.
- Exempt Vangoo Partner from any battery-saver or "sleep" mode that would suspend it in the background.
- Keep the phone in a car cradle with power during a ride wherever practical, since continuous GPS use drains the battery faster than normal.

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Intellectual property

The Vangoo Partner app, its interface, code, artwork, and the Vangoo name and marks are owned by Vangoo and its licensors. Nothing in these Terms transfers any of that to you. You are granted a limited, personal, non-transferable, revocable licence to install and use the app on a device you control, solely for driving assignments given to you by a Vangoo customer.

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Availability & disclaimers

We work hard to keep Vangoo Partner reliable, but the app depends on services outside our control — your device, your carrier, GPS signal, the map and routing provider, and the notification gateways of Google and Apple. It is provided **"as is"**, without warranties of uninterrupted service, freedom from error, or fitness for a particular purpose beyond what applicable law requires us to give.

The app is a tool that helps you run your route; it is not a substitute for your own judgement as a driver. Follow traffic laws and school policy first. If the app's directions conflict with safe driving, choose safe driving.

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Limitation of liability

To the fullest extent permitted by law, Vangoo will not be liable for indirect or consequential losses, or for losses caused by events outside our reasonable control (network outages, device failure, loss of GPS signal, force majeure). Nothing in these Terms limits any liability that cannot be limited by law — including liability for death or personal injury caused by negligence and for fraud.

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Suspension & ending access

Your operator can deactivate your account at any time — most often when your employment or assignment ends. Vangoo may also suspend or terminate access if these Terms are seriously or repeatedly breached, if we are required to do so by law, or if continued access would create a safety or security risk.

You can stop using the app at any time by logging out from the Account tab and uninstalling it. Some information will remain in ride history and audit records after your account ends, as set out in the Privacy Policy.

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Changes to these Terms

We may update these Terms 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 means you accept the updated Terms.

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Contact

FIRST — YOUR OPERATOR

For anything about your assignments, vehicle, routes, or leave, 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.

vangoo.application@gmail.com

