



Privacy Policy

This Privacy Policy describes how VanGoo collects, uses, stores, and protects the personal information of parents and guardians who use the VanGoo mobile application for school van tracking.

1. INTRODUCTION

VanGoo ("we", "our", or "us") is a school van tracking platform that enables parents and guardians to monitor the real-time location of their child's school van, manage ride schedules, communicate with drivers, and receive journey notifications. We are committed to protecting your privacy and handling your personal data with transparency, integrity, and in compliance with applicable data protection laws.

By downloading, installing, or using the VanGoo mobile application ("App"), you agree to the collection and use of information as described in this Privacy Policy. If you do not agree with the terms of this policy, please discontinue use of the App immediately.

2. INFORMATION WE COLLECT

We collect information necessary to provide you with a safe, reliable, and personalised experience. This includes information you provide directly, information collected automatically, and information received from third parties.

Personal Information

- Full name (first and last)
- Mobile phone number
- Email address
- Home / pickup address
- Profile photograph (optional)

Child Information

- Child's full name
- School name and class/standard
- Child's photograph (optional)
- Scheduled pickup time
- Pickup location (GPS coordinates)
- Leave and absence records

Location Data

- Your designated pickup location
- Van's real-time GPS coordinates (driver's device)
- Proximity trigger distance you set
- Journey start and end points

Device & Usage Data

- Device type, OS, and version
- App version and session data
- Push notification token
- Crash logs and error reports
- In-app activity timestamps

3. HOW WE USE YOUR INFORMATION

We use the information we collect for the following purposes:

- **Account Management:** To create, maintain, and authenticate your parent account securely.
- **Van Tracking:** To display your assigned van's real-time location on the in-app map and calculate estimated arrival times.
- **Notifications & Alerts:** To send you push notifications about your child's pickup, drop-off, proximity alerts, and driver leave.
- **Leave Management:** To record and communicate your child's absence to the assigned driver.
- **Driver Pairing:** To securely link your child's profile to a driver via QR code and OTP verification.
- **Ride Reports:** To maintain and display daily journey history for each child.
- **Safety & Security:** To detect and prevent fraudulent or unauthorised activity on your account.
- **App Improvement:** To analyse usage patterns and fix bugs, improving app performance and user experience.
- **Legal Compliance:** To comply with applicable laws, regulations, court orders, or government requests.

4. INFORMATION SHARING AND DISCLOSURE

We do not sell, trade, or rent your personal information to third parties. We may share your information only in the following limited circumstances:

- **With Assigned Drivers:** Your child's name, scheduled pickup time, and GPS pickup location are shared with your paired driver to facilitate safe and accurate van service. Drivers do not receive your email address, full home address, or any financial data.
- **With Schools:** Your child's school and class information may be accessible to the school's authorised transport administrator for coordination purposes.
- **With Family Members You Add:** Contact information of family members you register as alternate pickup persons is shared with the driver when you designate them as the pickup person for a trip.
- **With Service Providers:** We engage trusted third-party providers for cloud hosting, push notification delivery (e.g. Firebase Cloud Messaging), map services (e.g. Google Maps), and analytics. These providers are contractually bound to process data only on our behalf and in accordance with this policy.
- **For Legal Reasons:** We may disclose your information if required by law, regulation, legal process, or government authority, or if we believe disclosure is necessary to protect the rights, property, or safety of VanGoo, our users, or the public.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal data may be transferred as part of that transaction. You will be notified via email or prominent in-app notice before your data is transferred or becomes subject to a different privacy policy.

5. DATA STORAGE AND RETENTION

Your data is stored on secure cloud servers. We retain your personal information for as long as your account remains active or as needed to provide you with our services. Specific retention periods are as follows:

- **Active Account Data:** Retained for the duration of your use of the App.
- **Ride Reports and Journey History:** Retained for up to 12 months from the date of each journey.
- **Notification Logs:** Retained for 90 days.
- **Crash and Error Logs:** Retained for 30 days.
- **Data After Account Deletion:** Upon account deletion, your personal data will be permanently deleted from our active systems within **60 days** of receiving your deletion request. Certain anonymised or aggregated data may be retained for analytical purposes and cannot be used to identify you personally.

⚠ **Note on Retention:** Some data may be retained beyond the above periods where required by applicable law, tax obligations, or to resolve disputes. Such retained data will not be used for any other purpose.

6. DATA SECURITY

We take the security of your personal data seriously and implement industry-standard technical and organisational measures to protect it against unauthorised access, loss, destruction, or alteration. These measures include:

- Encryption of data in transit using TLS (Transport Layer Security)
- Encryption of passwords using industry-standard hashing algorithms
- OTP-based two-factor verification for sensitive actions (driver pairing and unpairing)
- Role-based access controls limiting employee access to personal data
- Regular security audits and vulnerability assessments
- Automatic session expiry and secure token management

While we implement all reasonable precautions, no method of electronic transmission or storage is 100% secure. We encourage you to use a strong, unique password for your VanGoo account and to report any suspicious activity to us immediately.

7. CHILDREN'S PRIVACY

VanGoo is designed for use by parents and guardians of school-going children. The App is not directed at children under the age of 13, and we do not knowingly collect personal information directly from children. All child-related data (name, photo, school, class, and pickup location) is entered and managed by the parent or guardian who holds the account.


If you are a parent or guardian and believe that your child has independently submitted personal information to us without your consent, please contact us at vangoo.application@gmail.com and we will take prompt steps to delete such information.

Child information stored in VanGoo is used solely for the purpose of providing the van tracking and school transport service. It is never used for advertising, profiling, or shared with any third party beyond what is described in Section 4.

8. LOCATION DATA AND GPS TRACKING

Location data is central to VanGoo's service. Here is how we handle it:

- **Your Pickup Location:** You manually set your child's pickup location on the map when creating a child profile. This coordinate is shared only with your paired driver and is used to calculate the van's route and ETA.
- **Van's Live Location:** The GPS location displayed on your tracking screen belongs to the driver's device. We do not track or store your own device's GPS location unless you explicitly grant location access for proximity reminders.
- **Proximity Reminder:** If you enable this feature, the app uses your device's location (with your permission) to detect when the van is within your selected distance. This location data is processed locally on your device and is not stored on our servers.
- **Driver Location History:** Driver GPS data during active rides is stored for up to 30 days solely to generate ride reports. It is not used for any other purpose.

 **Location Permission:** You may revoke the App's location permission at any time via your device settings. Revoking this permission will disable the proximity reminder feature but will not affect van tracking, as the van's location is received from the driver's device — not yours.

9. APP PERMISSIONS

VanGoo requests the following device permissions to deliver its features. All permissions are optional unless stated otherwise:

Camera

- Used to scan the driver's QR code during pairing
- Also used to capture profile photos (parent and child)
- Not used for continuous monitoring

Location

- Used for proximity reminder feature only
- Processed locally; not continuously transmitted
- Foreground access only — not background tracking

Notifications

- Required to receive pickup, drop-off, and driver alerts
- Can be managed via device notification settings
- Disabling will stop all real-time alerts

Photo Library

- Required only to upload a profile or child photo
- No photos are accessed without your explicit action
- Uploaded photos stored securely on our servers

10. YOUR RIGHTS AND CHOICES

Depending on your location and applicable law, you may have the following rights with respect to your personal data:

- **Right to Access:** You may request a copy of the personal data we hold about you at any time.
- **Right to Rectification:** You may correct inaccurate or incomplete personal information directly through the app (Profile → Edit Profile) or by contacting us.
- **Right to Erasure (Right to be Forgotten):** You may request deletion of your personal data, subject to our legal obligations. See Section 11 for full details on account deletion.
- **Right to Data Portability:** You may request your personal data in a structured, commonly used, machine-readable format.
- **Right to Object:** You may object to certain processing of your personal data, including processing for direct marketing purposes.
- **Right to Withdraw Consent:** Where processing is based on your consent, you may withdraw that consent at any time without affecting the lawfulness of processing before the withdrawal.
- **Right to Lodge a Complaint:** You have the right to lodge a complaint with your local data protection authority if you believe we have processed your data unlawfully.

To exercise any of the above rights, please contact us at vango.application@gmail.com. We will respond to your request within 30 days.

11. ACCOUNT DELETION

🗑 Account Deletion Timeline: Upon receiving a valid account deletion request, VanGoo will permanently delete all your personal data from our active systems within **60 days**. You will receive a confirmation email once the deletion is complete.

You may request account deletion in the following ways:

- **In-App:** Go to **Account → Support** and submit a "Delete My Account" request.
- **By Email:** Send a deletion request from your registered email address to vango.application@gmail.com with the subject line "Account Deletion Request".

Upon submitting a deletion request, the following will occur:

- Your account will be immediately deactivated — you will no longer be able to log in.
- Your child profiles, pairing data, leave records, and ride history will be queued for deletion.
- Any active driver pairings will be automatically removed.
- Within **60 days**, all personal and child data will be permanently and irreversibly deleted from our servers.
- Anonymised, non-identifiable aggregate data may be retained for statistical and operational purposes.
- Data required to be retained by law (e.g. transaction records, legal disputes) will be retained only for the minimum period required and then deleted.

⚠ Important: Account deletion is irreversible. Once deleted, your account data, child profiles, and ride history cannot be recovered. If you wish to use VanGoo again after deletion, you will need to create a new account and re-enter all information.

12. COOKIES AND TRACKING TECHNOLOGIES

As a mobile application, VanGoo does not use browser cookies. However, we may use similar technologies including:

- **Device Identifiers:** Unique device identifiers (such as Android Advertising ID or Apple IDFA) may be used for analytics and crash reporting.
- **Local Storage:** The App stores certain session and preference data locally on your device (such as login state and reminder settings) to improve performance and provide a seamless experience.
- **Analytics SDKs:** We use third-party analytics tools (such as Firebase Analytics) to understand how users interact with the App. These tools collect anonymised, aggregated usage data and do not collect personally identifiable information.

You may opt out of analytics data collection by adjusting your device's advertising settings or by contacting us directly.

13. THIRD-PARTY SERVICES

VanGoo integrates with the following third-party services to deliver core functionality. Each operates under its own privacy policy:

- **Google Maps Platform:** Used for displaying the live tracking map and calculating routes. Subject to **Google Privacy Policy** (policies.google.com/privacy).
- **Firebase (Google):** Used for push notification delivery, crash reporting, and analytics. Subject to **Google Privacy Policy**.
- **Cloud Hosting Provider:** Our servers are hosted on a reputable cloud infrastructure provider with industry-standard data protection certifications (ISO 27001, SOC 2).

We do not integrate with advertising networks or social media tracking pixels. We do not share your data with any third party for their own marketing purposes.

14. INTERNATIONAL DATA TRANSFERS

Your personal data may be processed and stored in servers located outside your country of residence. Where such transfers occur, we ensure that appropriate safeguards are in place — such as standard contractual clauses or equivalent data protection mechanisms — to ensure your data receives the same level of protection as in your home country.

15. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make material changes, we will:

- Display a prominent in-app notice informing you of the update.
- Send a notification to your registered email address.
- Update the "Last Updated" date at the top of this document.

Your continued use of the App after the effective date of the revised policy constitutes your acceptance of the changes. We encourage you to review this policy periodically.

16. CONTACT US

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal data, please contact our Privacy team:

EMAIL

vangoo.application@gmail.com

APP PLATFORM

Android & iOS

SUPPORT

vangoo.application@gmail.com

RESPONSE TIME

Within 30 business days

By using VanGoo, you acknowledge that you have read and understood this Privacy Policy and consent to the collection and use of your information as described herein.