

PRIVACY POLICY

FLEETRASHIP LOGISTICS SOLUTIONS PVT. LTD.

Effective Date: [25/06/2026]

Last Updated: [25/06/2026]

1. INTRODUCTION

Welcome to **FleetraShip Logistics Solutions Pvt. Ltd.** ("**FleetraShip**", "**Company**", "**we**", "**our**" or "**us**").

Your privacy is important to us. This Privacy Policy explains how we collect, use, store, process, disclose and protect personal and business information when you access or use our website, merchant dashboard, APIs, software, mobile applications or any services offered through www.fletraship.com (collectively, the "**Platform**").

This Privacy Policy forms an integral part of our Merchant Agreement and applies to every merchant, customer, visitor and authorised user of the Platform.

By using the Platform, you acknowledge that you have read and understood this Privacy Policy and consent to the collection and processing of your information as described herein, to the extent permitted by applicable law.

2. COMPANY DETAILS

FLEETRASHIP LOGISTICS SOLUTIONS PVT. LTD.

Registered Office:

Shop No. 3, Kumawato Ki Dhani,
Naradpura, Jalsu,
Jaipur, Rajasthan – 303701

Website:

www.fletraship.com

Email:

support@fletraship.com

3. INFORMATION WE COLLECT

Depending on your interaction with FleetraShip, we may collect the following categories of information:

A. Merchant Information

- Business Name
- Proprietor/Director Name
- Mobile Number
- Email Address
- Business Address
- Pickup Address
- GST Number
- PAN Number
- Bank Account Details
- Cancelled Cheque
- KYC Documents
- Company Registration Documents
- MSME Registration (where applicable)

B. Shipment Information

- Sender Details
- Receiver Details
- Delivery Address
- Mobile Number
- Shipment Value
- Product Description
- Shipment Weight
- Shipment Dimensions
- Courier Details
- Tracking Information
- Proof of Delivery
- Return Information

C. Financial Information

- Wallet Transactions
- COD Settlements

- Shipping Charges
- Payment References
- Invoice Details
- Refund Records

FleetraShip does not store complete debit card, credit card or UPI credentials. Payment processing is handled by authorised payment service providers.

D. Technical Information

- IP Address
- Browser Type
- Device Information
- Operating System
- Login Logs
- API Usage Logs
- Error Reports
- Cookies
- Session Information
- Analytics Data

4. HOW WE USE YOUR INFORMATION

We use your information only for legitimate business purposes, including:

- Creating and managing merchant accounts.
- Verifying identity and KYC documents.
- Booking shipments.
- Allocating courier partners.
- Generating shipping labels.
- Processing COD settlements.
- Managing returns and NDRs.
- Customer support.
- Fraud prevention.
- Security monitoring.

- Improving our Platform.
- Sending operational notifications.
- Complying with legal and regulatory obligations.
- Maintaining business records.

We do not sell your personal information to third parties.

5. SHARING OF INFORMATION

We may share information only where reasonably necessary with:

- Courier Partners
- Payment Gateways
- Banks
- Cloud Service Providers
- SMS and Email Service Providers
- Technology Vendors
- Government Authorities
- Courts
- Regulatory Bodies
- Professional Advisors (including auditors and legal counsel)

Information is shared only for providing Services, complying with law or protecting our legal rights.

6. COOKIES AND ANALYTICS

Our Platform uses cookies and similar technologies to:

- Maintain user sessions.
- Remember login preferences.
- Improve website performance.
- Analyse visitor behaviour.
- Detect fraudulent activity.

You may disable cookies through your browser settings; however, certain Platform features may not function correctly.

7. DATA SECURITY

FleetraShip implements commercially reasonable administrative, technical and organisational safeguards to protect information against unauthorised access, disclosure, alteration or destruction.

These measures may include:

- SSL/TLS encryption
- Password hashing
- Secure cloud infrastructure
- Access controls
- Firewalls
- Activity logging
- Periodic security reviews

No electronic system is completely secure. While we strive to protect your information, we cannot guarantee absolute security.

8. DATA RETENTION

We retain information only for as long as necessary to:

- Provide our Services;
- Comply with legal obligations;
- Resolve disputes;
- Prevent fraud;
- Maintain accounting records;
- Enforce our agreements.

Certain records may be retained after account closure where required by law or reasonably necessary for legitimate business purposes.

9. YOUR RIGHTS

Subject to applicable law, you may request to:

- Access your information.
- Correct inaccurate information.
- Update business details.
- Withdraw certain consents where applicable.

- Request closure of your account.
- Request deletion of information that we are not legally required to retain.

Requests may be submitted to support@fletraship.com.

10. CHILDREN'S PRIVACY

Our Services are intended for businesses and individuals who are legally competent to enter into contracts.

We do not knowingly collect personal information from children under the age of 18.

If we become aware that such information has been collected inadvertently, we will take reasonable steps to delete it.

11. THIRD-PARTY SERVICES

Our Platform may integrate with third-party services, including courier companies, payment providers and technology vendors.

We are not responsible for the privacy practices of third-party websites or services. Users should review the privacy policies of those third parties separately.

12. INTERNATIONAL DATA TRANSFERS

As of the Effective Date of this Privacy Policy, FleetraShip provides services for domestic shipments within India.

If international operations are introduced in the future, personal information may be processed in accordance with applicable laws and appropriate safeguards.

13. POLICY UPDATES

We may update this Privacy Policy from time to time.

Material changes will be published on our website or communicated through the Merchant Dashboard or registered email address.

Continued use of the Platform after such updates constitutes acceptance of the revised Privacy Policy.

14. CONTACT US

For any questions regarding this Privacy Policy or our data practices, please contact:

FLEETRASHIP LOGISTICS SOLUTIONS PVT. LTD.

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