

# DriversChat Privacy Policy

**Last updated:** 15 December 2025

DriversChat (“DriversChat”, “we”, “us”, or “our”) provides a location-based communication application that allows drivers to exchange messages with other nearby users.

Your privacy is important to us. This Privacy Policy explains **what data we collect, why we collect it, how we use it, and your rights**, in accordance with the **EU General Data Protection Regulation (GDPR)** and other applicable privacy laws.

If you do not agree with this Privacy Policy, please discontinue using the app.

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## 1. Who We Are

**Data Controller:** ZAPAS SRL

**Address:** Romania, jud.Bihor, mun.Oradea, str.Ogorului, nr.3

**Email:** [contact@driverschat.com](mailto:contact@driverschat.com)

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## 2. What DriversChat Does

DriversChat is a **proximity-based messaging app** designed for drivers. It allows users to:

- Send and receive messages with other users nearby
- Communicate within a selected geographic range or country
- Receive messages even while the app runs in the background
- Optionally access premium features

The core functionality depends on **real-time location**, but we do **not** track users for advertising or sell personal data.

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## 3. Data We Collect

### 3.1 Account Information

When you create or use an account, we may collect:

- Name or nickname
- Email address or phone number
- Login or authentication data (e.g. Google, Apple, Facebook)
- Profile picture (optional)

This information is used to identify you, secure your account, and provide access to the Service.

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### 3.2 Location Data (Essential for the App)

DriversChat processes your **real-time location** to:

- Find users within your chosen communication range
- Deliver and receive nearby messages
- Enable proximity-based features and warnings

#### **Important:**

- Location data is processed **in real time**
- We do **not** store continuous GPS tracking or location history
- You can revoke location permission at any time in your device settings

#### **Background Location**

The app may access location in the background to:

- Deliver messages when your screen is off

- Notify you about nearby messages in real time

Background location is **only used for this functionality**, not for tracking or advertising.

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### 3.3 Messages and Communication

We process:

- Message content (audio or text)
- Message timestamps
- Sender and receiver identifiers

#### **Message Retention:**

Messages are automatically deleted after **3 days**, unless required for security, abuse prevention, or legal obligations.

We **do not analyze message content**, use it for advertising, or sell it to third parties.

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### 3.4 Device & Technical Information

To keep the app reliable and secure, we may collect:

- Device type and operating system
- App version
- IP address
- Crash reports and performance data

This data helps us fix bugs, improve stability, and protect the Service.

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### 3.5 Payments & Premium Features (If Used)

If you purchase premium features:

- Payment processing is handled by third-party payment providers
  - We receive confirmation of payment status only
  - We **do not** store credit card or banking details
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## 4. How We Use Your Data

We use your data to:

- Provide location-based communication
- Send and receive messages (including in background mode)
- Authenticate users and manage accounts
- Enable premium features (if applicable)
- Prevent abuse, fraud, and misuse
- Maintain app security and performance
- Provide customer support

We **do not** use your data for advertising or profiling.

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## 5. Legal Basis for Processing (GDPR)

We process personal data based on:

- **Contract** – to provide the DriversChat service
- **Consent** – for location, microphone, and optional features
- **Legitimate interest** – to secure the platform and prevent abuse
- **Legal obligation** – when required by law

You may withdraw consent at any time via your device or account settings.

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## 6. Data Sharing

DriversChat does **not** sell, rent, or trade personal data.

We only share data when necessary:

- With trusted service providers (hosting, messaging delivery, payments) acting under our instructions
  - When required by law or valid governmental request
  - To protect users, prevent harm, or ensure platform safety
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## 7. User Conduct and Account Bans

To maintain a safe community, certain behavior is prohibited.

### 7.1 Reasons for Account Bans

Users may be banned for:

- Abusive, obscene, or offensive language
- Political propaganda or political messaging
- Harassment, threats, or hate speech
- Providing false or misleading information
- Misusing location features or attempting to disrupt the Service

### 7.2 Consequences of a Ban

If an account is banned:

- Access to the app is revoked
- Messages and account data may be deleted
- Creating a new account may be prohibited

Bans may be permanent and are enforced to protect the community.

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## 8. Data Retention

Data Type	Retention
Account information	Until account deletion or ban
Real-time location	Not stored after processing
Messages	Automatically deleted after 3 days
Device & crash logs	Up to 12 months
Security & abuse records	Up to 14 months

Some data may be retained longer if required by law.

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## 9. Your Rights

Depending on your location, you may have the right to:

- Access your personal data
- Correct inaccurate data
- Delete your data
- Withdraw consent
- Request data portability

- Object to certain processing
- File a complaint with a Data Protection Authority

You can delete your account at any time through the app or by contacting us.

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## 10. Security

We use appropriate safeguards, including:

- Encrypted communication (HTTPS / SSL)
- Secure servers and access controls
- Limited data retention
- Ongoing monitoring and improvements

No system is completely risk-free, but we take security seriously.

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## 11. Children's Privacy

DriversChat is **not intended for users under 16 years old**.

If we become aware that a child's data has been collected, it will be deleted immediately.

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## 12. International Data Transfers

If data is processed outside your country or the EEA, we apply appropriate safeguards such as:

- Standard Contractual Clauses (SCCs)
  - GDPR-compliant protections
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## 13. Changes to This Policy

We may update this Privacy Policy from time to time.

Any changes will be reflected by updating the “Last updated” date and, where required, notifying users in the app.

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## 14. Contact Us

For privacy questions or requests:

 **Email:** [contact@driverschat.com](mailto:contact@driverschat.com)

 **Address:** Romania, jud.Bihor, mun.Oradea, str.Ogorului, nr.3