

Privacy policy

TLA is an e-hailing App owned by Taxi Live Africa Pty.
(Company Registration Number: 2017/521011/07)

That enables

- Passengers to download and register on their smartphone to use the App to request a taxi.
- Drivers to register to use the App as a driver.
- TLA is owned and managed in South Africa. (See contact details for more information)

It is important that you read this privacy policy together with any other privacy policy or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. Our privacy policy is aimed at protecting both passengers and drivers information.

About

This privacy policy sets out how TLA uses and protects any information that you provide, knowingly or inadvertently.

TLA is committed to ensuring that your private information is protected. Should we ask you to provide certain information by which you can be identified when using this App then you can be assured that it will only be used in accordance with this privacy statement.

What we collect

In order to register you to use the service and for the driver and passenger to be able to successfully continue to use the Taxi Live Africa App we collect the following information from you:

- **Profile Data** includes
 - Your username and password
 - Name
 - Mobile number and e-mail address
 - Geographical (GLS) Location
 - Type of device being used
 - Credit/debit card details – if you wish to have an account with TLA
 - Purchases or orders made by you including journey details
 - Financial Data includes bank account and payment card details.
 - Transaction Data includes details about payments to and from you
 - Any ongoing service dispute information for resolution
- **Note:** Feedback given by passengers regarding the quality of the service is anonymous and drivers do not receive names and telephone numbers of the passenger who provided rating and feedback.

What we do with the information we gather

- To provide a communication link with passenger and driver
- To provide an invoice to your email address once the journey is completed
- to improve our products and services;
- to periodically send you special offers, news updates or other information that we think you may find interesting, using the e-mail address that you have provided for this express use:
 - (a) Notifying you about changes to our terms or privacy policy
 - (b) Asking you to leave a review or take a survey
 - (c) To enable you to partake in a prize draw, competition or complete a survey

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have established suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

How we use cookies

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website by tailoring it to our customers' needs. We only use this information for statistical analyses, whereafter the data is removed from our system.

Overall, cookies help us to provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website contains links to other websites that may be of interest to you. Once you have used these links to leave our site, you should note that we do not exercise any control over the other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites. As such sites are not governed by this privacy statement, you should exercise caution and read through their privacy statements.

Controlling your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information we are holding about you is incorrect or incomplete, please e-mail at us info@taxiliveafrica.com as soon as possible. We will promptly correct any such incorrect information.

Please see our Terms & Conditions set out in our website www.taxiliveafrica.com