

# Privacy Policy

**PitStop GMS - Garage Management System**

**Part of the PitStop Suite by Nimbus Technologies Private Limited**

**Last Updated:** November 24, 2025

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## 1. Introduction

Nimbus Technologies Private Limited ("we," "us," "our," or "Company") is committed to protecting your privacy and the privacy of your customers. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you use PitStop GMS ("the App"), part of the PitStop Suite.

By using PitStop GMS, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree with our policies and practices, please do not use the App.

**Important Notice:** PitStop GMS is currently in its Minimum Viable Product (MVP) stage. Our data practices may evolve as we develop additional features and expand the PitStop Suite.

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## 2. Company Information

**Nimbus Technologies Private Limited**

- **Website:** [nimbustechnologies.in](http://nimbustechnologies.in)
- **Instagram:** [@nimbustech.india](https://www.instagram.com/@nimbustech.india)
- **Contact Number:** +91 99990-98900
- **Email:** [Contact through website or provided channels]

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## 3. Information We Collect

### 3.1 Information You Provide Directly

**Account Information:**

- Name and contact details
- Business name and address

- Email address and phone number
- Username and password
- Business registration details (if applicable)
- Payment and billing information

**Customer Data You Input:**

- Customer names and contact information
- Vehicle details (registration numbers, make, model, VIN)
- Service history and job card details
- Financial transaction records
- Notes and communications

**Staff Data You Input:**

- Employee names and contact information
- Role and responsibility assignments
- Performance metrics
- Work schedules and attendance

### **3.2 Information Collected Automatically**

**Usage Data:**

- Features accessed and frequency of use
- Time spent on different sections
- Actions performed within the App
- Error logs and diagnostic information

**Device Information:**

- Device type and operating system
- Browser type and version
- IP address
- Device identifiers
- Screen resolution and device settings

**Location Information:**

- Approximate location based on IP address
- Precise location (only if you grant permission)

### **3.3 Cookies and Similar Technologies**

We use cookies, web beacons, and similar tracking technologies to:

- Remember your preferences and settings
- Analyze App usage and performance
- Provide personalized experiences

- Maintain security and prevent fraud

You can control cookie settings through your browser, but disabling cookies may limit App functionality.

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## 4. How We Use Your Information

### 4.1 Primary Uses

We use collected information to:

#### Provide and Maintain Services:

- Operate and maintain PitStop GMS functionality
- Process transactions and generate invoices
- Create and manage job cards
- Generate revenue analytics and reports
- Provide customer support

#### Improve and Develop:

- Analyze usage patterns to improve features
- Develop new features and products within the PitStop Suite
- Debug and fix technical issues
- Conduct research and testing
- Optimize user experience

#### Communications:

- Send service-related notifications
- Provide technical support
- Inform you about updates and new features
- Send promotional communications (with your consent)
- Respond to your inquiries

#### Security and Compliance:

- Detect and prevent fraud
- Ensure data security
- Comply with legal obligations
- Enforce our Terms and Conditions
- Protect against liability

### 4.2 Legal Bases for Processing (Where Applicable)

We process your information based on:

- **Contractual necessity:** To provide services you've requested
- **Consent:** When you've given explicit permission
- **Legitimate interests:** To improve our services and ensure security
- **Legal obligations:** To comply with applicable laws

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## 5. Data Sharing and Disclosure

### 5.1 We DO NOT Sell Your Data

We do not sell, rent, or trade your personal information or your customers' information to third parties for marketing purposes.

### 5.2 When We Share Information

We may share information in the following circumstances:

#### Service Providers:

- Cloud hosting providers
- Payment processors
- Analytics services
- Customer support tools
- Email and communication services

These providers are contractually obligated to protect your data and use it only for specified purposes.

#### Business Transfers:

- In connection with mergers, acquisitions, or sale of assets
- During bankruptcy or reorganization proceedings
- To successor entities with similar privacy commitments

#### Legal Requirements:

- To comply with court orders, subpoenas, or legal processes
- To enforce our Terms and Conditions
- To protect our rights, property, or safety
- To prevent fraud or illegal activity
- When required by law enforcement or regulatory authorities

#### With Your Consent:

- When you explicitly authorize us to share information
- For purposes you've been informed about

#### Future PitStop Suite Integration:

- If you use multiple PitStop Suite applications (Fleet Management, SPMS, DMS, etc.), data may be shared across these applications to provide integrated functionality
- You will be informed before any cross-application data sharing occurs

## 5.3 Open Source Considerations

While PitStop GMS code is open source (available upon email request):

- The open-source code itself does not include or expose any user data
- Self-hosted deployments are subject to the implementer's own privacy policies
- We are not responsible for privacy practices of third-party deployments
- Our privacy policy applies only to the official hosted service

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# 6. Data Storage and Security

## 6.1 Where We Store Data

Your data is stored on secure cloud servers located in [specify region/country, e.g., India, AWS Mumbai region]. We use industry-standard cloud infrastructure providers with robust security measures.

## 6.2 Security Measures

We implement appropriate technical and organizational measures including:

### Technical Safeguards:

- Encryption of data in transit (SSL/TLS)
- Encryption of sensitive data at rest
- Secure authentication mechanisms
- Regular security audits and vulnerability assessments
- Intrusion detection and prevention systems
- Secure backup procedures

### Organizational Safeguards:

- Access controls and role-based permissions
- Employee training on data protection
- Confidentiality agreements with staff and contractors
- Incident response procedures
- Regular security policy reviews

## 6.3 Data Retention

We retain your data for as long as:

- Your account remains active
- Necessary to provide services
- Required by law or regulation
- Needed for legitimate business purposes (e.g., dispute resolution)

When you delete your account, we will delete or anonymize your data within a reasonable timeframe, except where retention is legally required.

## 6.4 MVP Security Disclaimer

Given PitStop GMS's MVP status:

- Security features are continuously being enhanced
- We cannot guarantee absolute security against all threats
- You should maintain independent backups of critical data
- Report any security concerns immediately to +91 99990-98900

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# 7. Your Data Protection Rights

## 7.1 Access and Portability

You have the right to:

- Access your personal information stored in PitStop GMS
- Request a copy of your data in a structured format
- Export data for use in other systems

## 7.2 Correction and Updates

You can:

- Update your account information through the App
- Correct inaccurate or incomplete data
- Request assistance from our support team

## 7.3 Deletion

You have the right to:

- Delete your account and associated data
- Request removal of specific information
- Withdraw consent for data processing (where consent is the legal basis)

To exercise deletion rights, contact us at +91 99990-98900 or through the App's account settings.

## 7.4 Objection and Restriction

You may:

- Object to certain data processing activities
- Request restriction of processing in specific circumstances
- Opt out of marketing communications

## 7.5 Complaint

If you believe your privacy rights have been violated, you may:

- Contact us directly to resolve the issue
- File a complaint with relevant data protection authorities

## 7.6 How to Exercise Your Rights

To exercise any of these rights:

1. Contact us via phone: +91 99990-98900
2. Visit our website: [nimbustechnologies.in](http://nimbustechnologies.in)
3. Use in-app support features
4. Email us through provided channels

We will respond to requests within 30 days or as required by applicable law.

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# 8. Your Responsibilities as a Data Controller

## 8.1 Customer Data You Collect

When you use PitStop GMS to manage customer information, YOU are the data controller for that information. This means you are responsible for:

### Obtaining Consent:

- Getting proper consent from customers before collecting their data
- Informing customers how their data will be used
- Providing privacy notices to your customers

### Legal Compliance:

- Complying with the Information Technology Act, 2000
- Following data protection laws applicable in your jurisdiction
- Respecting customer privacy rights
- Maintaining appropriate consents and documentation

### Data Accuracy:

- Ensuring customer data you input is accurate
- Updating or deleting data as required
- Responding to customer data requests

#### **Security:**

- Protecting your login credentials
- Controlling staff access to sensitive information
- Reporting any suspected data breaches

## **8.2 Our Role as Data Processor**

For customer data you input into PitStop GMS, we act as a data processor. We:

- Process data only according to your instructions
- Implement appropriate security measures
- Assist you in meeting your data protection obligations
- Do not use customer data for our own purposes (except as needed to provide services)

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## **9. Children's Privacy**

PitStop GMS is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from minors. If we discover that a minor has provided us with personal information, we will delete it promptly.

If you believe a minor has provided information to us, please contact us immediately at +91 99990-98900.

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## **10. International Data Transfers**

If you access PitStop GMS from outside India, please note that:

- Your information may be transferred to and processed in India
- We ensure appropriate safeguards are in place for such transfers
- By using the App, you consent to this transfer

For users in the European Union or other jurisdictions with specific requirements, we implement standard contractual clauses or other approved mechanisms for international transfers.

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## 11. Third-Party Links and Services

PitStop GMS may contain links to third-party websites or integrate with third-party services. This Privacy Policy does not apply to:

- Third-party websites or applications
- Services not owned or controlled by us
- Integrations with external platforms

We are not responsible for the privacy practices of third parties. We encourage you to review their privacy policies before providing any information.

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## 12. Analytics and Advertising

### 12.1 Analytics Services

We may use third-party analytics services to understand how PitStop GMS is used:

- Google Analytics or similar services
- Performance monitoring tools
- User behavior analysis platforms

These services may use cookies and collect data about your usage patterns. You can opt out of some analytics through browser settings or opt-out tools provided by analytics providers.

### 12.2 Advertising

Currently, PitStop GMS does not display third-party advertisements. If this changes in the future, we will update this Privacy Policy and notify users.

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## 13. Data Breach Notification

In the event of a data breach that affects your information:

- We will investigate and assess the breach promptly
- We will notify affected users within 72 hours (or as required by law)
- We will notify relevant authorities as required
- We will take steps to mitigate harm and prevent future breaches
- We will provide guidance on protective actions you can take

To report a suspected breach, contact us immediately at +91 99990-98900.

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## 14. Changes to PitStop Suite and Data Practices

### 14.1 Evolution of the Platform

As PitStop GMS evolves and other PitStop Suite applications are developed:

- Data collection practices may expand
- New features may require additional information
- Integration capabilities may increase
- Data sharing between Suite applications may be introduced

We will notify you of significant changes and, where required, obtain your consent.

### 14.2 MVP Considerations

During the MVP phase:

- Some data practices may change as features are refined
- New data collection may be introduced for feature development
- Data storage and processing methods may be optimized

We are committed to maintaining transparency about these changes.

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## 15. Contact Us About Privacy

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

### Nimbus Technologies Private Limited

- **Website:** [nimbustechnologies.in](http://nimbustechnologies.in)
- **Instagram:** [@nimbustech.india](https://www.instagram.com/nimbustech.india)
- **Phone:** +91 99990-98900

### For Privacy-Specific Inquiries:

- Email us through our website contact form
- Call our support line and request to speak about privacy matters
- Mark correspondence as "Privacy Inquiry" for priority handling

We aim to respond to all privacy inquiries within 48-72 hours.

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## 16. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect:

- Changes in our data practices
- New features or services
- Legal or regulatory requirements
- User feedback and best practices

When we make changes, we will:

- Update the "Last Updated" date at the top
- Notify active users via email or in-app notification
- Post the updated policy on our website
- For material changes, request your consent where required by law

Your continued use of PitStop GMS after changes indicates acceptance of the updated Privacy Policy. If you do not agree with changes, please discontinue use and contact us regarding account deletion.

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## 17. Legal Compliance

### 17.1 Applicable Laws

This Privacy Policy complies with:

- Information Technology Act, 2000
- Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011
- Other applicable Indian data protection regulations

### 17.2 Sensitive Personal Data

We recognize that certain information may be classified as "Sensitive Personal Data" under Indian law, including:

- Passwords
- Financial information
- Biometric data (if collected in future versions)

We implement enhanced security measures for such sensitive data.

### 17.3 Cross-Border Compliance

For users in other jurisdictions, we strive to comply with applicable laws including:

- General Data Protection Regulation (GDPR) for EU users
- Other regional data protection laws

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## 18. Disclaimer and Limitations

### 18.1 No Absolute Security

While we implement robust security measures:

- No system is completely secure
- We cannot guarantee absolute protection against all threats
- You acknowledge the inherent risks of internet-based services
- You agree to take reasonable precautions with your account credentials

### 18.2 Third-Party Actions

We are not responsible for:

- Privacy practices of self-hosted open-source deployments
- Security breaches caused by user negligence
- Unauthorized access due to shared credentials
- Actions of third-party service providers beyond our control

### 18.3 MVP Limitations

Given the MVP nature of PitStop GMS:

- Privacy features are continuously being enhanced
- Some data practices may evolve
- We recommend maintaining independent records of sensitive data

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## 19. Your Consent

By using PitStop GMS, you consent to:

- The collection and use of information as described in this Privacy Policy
- The storage and processing of data as outlined
- The sharing of information in circumstances described herein
- International data transfers if applicable

You may withdraw consent at any time by discontinuing use of the App and requesting account deletion.

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## 20. Acknowledgment

BY USING PITSTOP GMS, YOU ACKNOWLEDGE THAT:

- You have read and understood this Privacy Policy
- You agree to our data collection and use practices
- You understand your responsibilities as a data controller for customer information you collect
- You will comply with applicable data protection laws
- You accept the limitations and risks associated with an MVP product

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**Thank you for trusting Nimbus Technologies Private Limited with your data.**

**We are committed to protecting your privacy while delivering innovative solutions through the PitStop Suite.**

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*This Privacy Policy is effective as of the date you first access or use PitStop GMS and should be read in conjunction with our Terms and Conditions.*