

Privacy Policy

Punjab Pathways ("we", "us", or "our") operates the website <https://www.punjabpathways.com> (the "Website"). We are committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our Website or enquire about our outstation taxi services.

By using the Website, you agree to the collection and use of information as described in this Policy.

1. Information We Collect

We collect the following types of information:

- **Personal Information:** Name, phone number, email address, pickup/drop-off locations, travel dates, and any details you provide when requesting a quote or booking via WhatsApp, phone, or contact form.
- **Usage Data:** Automatically collected info like IP address, browser type, device details, pages visited, and time spent on the site (via basic analytics).
- **Cookies:** Small files to improve site performance (e.g., remembering your preferences). We use only essential cookies – no tracking for ads.

We **do not collect sensitive data** like payment details (bookings are handled offline via WhatsApp/call).

2. How We Use Your Information

We use your information to:

- Process and confirm taxi bookings/quotes.
- Communicate with you (e.g., send trip confirmations, updates via WhatsApp/SMS/call).
- Improve our services and Website.
- Comply with legal requirements.

We only use your data for the purpose you provided it (e.g., arranging your cab from Amritsar to Delhi, etc).

3. Sharing Your Information

We **do not sell or rent** your personal information.

We may share it only with:

- Trusted drivers/partners to fulfil your booking (e.g., your phone and pickup location).

- Service providers (e.g., WhatsApp for messaging – they have their own privacy rules).
- Legal authorities if required by law.

4. Data Security

We take reasonable steps to protect your information, including secure storage and limited access. However, no online transmission is 100% secure – we cannot guarantee absolute security.

5. Your Rights

You can:

- Request access, correction, or deletion of your data.
- Withdraw consent for future communications.

Contact us at the details below.

6. Third-Party Links

Our Website may link to external sites (e.g., Google Maps). We are not responsible for their privacy practices – check their policies.

7. Children's Privacy

Our services are not for children under 18. We do not knowingly collect data from minors.

8. Changes to This Policy

We may update this Policy – changes will be posted here with a new effective date.

9. Contact Us

For questions or complaints:

Email: info@punjabpathways.com

Phone: +919814387017

Address: 168 Sarai road, Jandiala Guru, Distt. Amritsar, Punjab, India

We'll respond within 30 days.

Thank you for trusting Punjab Pathways – your privacy matters to us!