

SolarChauffeur Privacy Policy

Effective date: October 21, 2025

Who we are: SolarChauffeur (“we,” “us,” “our”)

Address: <2495 Beacon Hill Parkway, Tuscaloosa, AL, 35406>

Contact: admin@solarchauffeur.com

SolarChauffeur is a golf-cart ride service for iOS that supports hailed and scheduled rides. This policy explains what we collect, why we collect it, how we use it, and your choices.

1) Data we collect

Account & identity (you provide): first name, last name, university, email, phone number.

Authentication: via Firebase Authentication (credentials and sign-in metadata).

Location (with permission): precise location for live tracking and map features while you use the app.

Device/usage (automatically): technical data needed to run the app and push notifications (e.g., IP address, device/OS, app version, timestamps, basic event and error logs).

2) How we collect it

- **Directly from you** through account creation and profile updates.
- **Automatically** from your device during app use (location, if granted).
- **From third parties** only for sign-in/authentication (Firebase Auth).

3) Why we use data

- **Provide the service:** create/manage accounts, show maps, match rides, live tracking.

- **Operations & support:** diagnostics, error handling, fraud/abuse prevention.
- **Notifications:** ride status, scheduling reminders, operational updates.
- **Legal/compliance:** comply with law and enforce our Terms.

We do **not** sell your data.

4) Service providers (processors)

We use trusted vendors to operate the app on our behalf:

- **Firebase (Google)** — Authentication.
- **Mapbox** — In-app maps and location rendering.
- **Heroku + MySQL** — Backend hosting and database.
- **Native Notify** — Push notification delivery.

These providers receive only the data needed to perform their services and are bound by contractual limits. We do **not** share data with affiliates/partners for marketing and do **not** “sell” or “share” data for cross-context behavioral advertising.

5) Location specifics

- We request iOS location permission when a feature needs it.
- Location is used for hailed/scheduled rides and map features for both driver and customer.
- Tracking location in the background may be needed for certain map functions
- You can change permissions anytime in iOS Settings.

6) Retention

- **Account data:** kept for the life of your account and deleted when you delete your account.
- **Operational logs/diagnostics:** retained only as needed for troubleshooting and safety (typically up to 24 months), then deleted or de-identified.
- **Trip/location records:** minimal trip metadata (e.g., pickup/drop-off, timestamps) may be stored to operate the service and support you. These are deleted with your account unless we must retain some data to meet legal obligations.

7) Your choices & controls

- **Access/update:** edit your profile in the app.
- **Location:** allow/deny in iOS Settings; turning it off limits features that depend on location.
- **Push notifications:** enable/disable in iOS Settings.
- **Delete account (in-app):** You can permanently delete your account **inside the app**. When deletion is completed, we remove your personal data we control, unless we must retain certain data for legal/safety reasons.

For additional data requests (access, correction, portability, deletion), contact us at admin@solarchauffeur.com.

8) U.S. privacy disclosures

We operate in the United States. If your state provides privacy rights (e.g., CA, VA, CO, CT, UT), you may have the right to access, delete, correct, or obtain a copy of your information. You may also opt out of sales or “sharing” for targeted advertising—**we do not sell/share**. To exercise rights, email [<privacy@solarchauffeur.com>](mailto:privacy@solarchauffeur.com). We’ll verify your request via your account email/phone. Authorized agents may submit requests with proof of authority.

9) Security

We implement appropriate safeguards, including encryption in transit, provider-level encryption at rest, role-based access controls, and monitoring. No system is 100% secure; we maintain incident response processes.

10) Children

The service is **not intended for children under 13**. We do not knowingly collect data from children under 13. If you believe a child has provided data, contact us for deletion.

11) International transfers

We store data in the United States. If any processor stores or processes data elsewhere, they must protect it under appropriate contractual safeguards.

12) Changes to this policy

We may update this policy periodically. We'll post updates in-app and revise the **Effective date**. For material changes, we'll provide a more prominent notice (e.g., in-app notice or email).

13) Contact

Questions or requests? **admin@solarchauffeur.com**>