

Privacy Policy

TAM, (“**TAM**”, “**We**” or “**Us**”), is committed to protecting your privacy. We make the TAM website www.tam.om, including all subpages and successor pages (together the “**Website**”), and the TAM application (the “**App**”) available, together with our Services as further described in our Terms of Service. This Privacy Policy describes how We collect, use, and disclose information about our users through the Website and Services.

Consent:

By using the Website, the App or our Service, you consent to the use of your Personal Information as described in this Privacy Policy. Except as set forth in this Privacy Policy, your Personal Information will not be used for any other purpose without your consent. You may withdraw your consent to our processing of your Personal Information at any time. However, withdrawing consent may result in your inability to continue using the Website, App and/or the Services.

Collection of Data:

Our aim by collecting the data, is to utilize them and disclose only Personal Information as is required to enable Us to manage your Account and provide the Services, and verify authorized driver and service provider to maintain our customer/visitor lists, to respond to your inquiries or provide feedback, for identification and authentication purposes and for service improvement.

"Personal Information"

which is any data regarding the identification of individuals, or institution including telephone number, address, email, credit card information, login name, password , government identification documents such as driver’s license number, photo, insurance of vehicle , vehicle details , Driver permits.

"Communication data "

Which is any data or information shared with customer support, or in the chat system this may include, feedback, photographs, recordings, files, and other media

"Service Data "

Any data collected to perform the service, including

Location – Our service requires to collect an approximate location data. This will be collected only after a given permission from user

Transaction Info- We collect transaction information through Thawani API, including payment amount, transaction date and time.

Cargo Details – including size of cargo, dimension, quantity, photo of the cargo, bill of lading, packing list, service required, time and date of pickup delivery,

E-signature – We may collect information regarding E-signature as proof of pickup and delivery.

Use of Information: We collect Information for the following purposes:

Registration: to register and create an account for the users (drivers, or shippers) for accessing the Service.

To register for a Driver Account, you must provide Us your full name , address, identification document , Vehicle details , vehicle permit , local permit. Other required government documentation

You have the option of using credentials from a third-party website (for example, your log-in credentials for Facebook or LinkedIn). If you provide your third-party account credentials to us, you understand some content and/or information in those accounts may be transmitted into your account with Us if you authorize such transmissions. We will not store your third-party username or password information.

Order Processing:

TAM uses Thawani payment gateway, a third-party payment processor to process payment transactions (“**Thawani**”). All users are required to provide valid bank account, credit card and/or billing information (“**Billing Information**”), including name, bank account number, Card Details and account type to the Payment Processor when making purchases through the TAM APP .

Statistics: We also collect statistics about use of the Services used through the Website and App. We use this information to improve the Services and available products. This information will be kept confidential, however, aggregate statistics that

do not personally identify an individual will be kept by Us and such aggregate statistics may be made available to third parties.

TAM may provide Personal Information collected from you to the service providers to give them the ability to perform their obligations, any share of the following information with third-party service providers, will be under contracts with restrictions, to prohibit using or share this information for other purposes.

TAM Servers are in Sultanate of Oman, this location is subjected to change from time to time, TAM is stored in local Omani Server.

Exceptions :

The Omani Authority have the right to view the data on the server at any time as per Rules and Regulation and Law of Oman, TAM May also share or disclose your personal information to any third party without prior consent from you, if required by law.

TAM have the right to disclose information about the users without your contest if the corporate Tam Logistics, merge with another organization, or change the ownership , or by the sales of stocks and assets, note that the use of such information will remain as stated in this privacy policy.

Retention:

Tam will save your personal information as required and necessary for Tam and by the law, even after deleting or termination of the relationship with you , Tam May retain some data to limit fraud and any abuse, all the data stored by Tam will subject to this privacy policy

Amendment of this Policy:

TAM reserve the right to change or amend this privacy policy at any time, with a proper notice in Website at www.tam.om. any change to this policy will be effective after 25 days from posting on the website. The date of the following policy is mentioned at the end of the document, we at tam recommend downloading the privacy policy and cross check it from time to time.

Contact Information:

Many Thanks to you for Reading this privacy policy, We are here to help and answer any question you might have,

For any clarification or help please don't hesitate to contact us at admin@tam.om

Updated: November 22nd, 2021