BIGSCALE PRIVATE LIMITED
Tudu Auto | GSTIN 36AAPCB3323B1Z1
1304, Lodha 13 Floor Meridian, Malkajgiri
Hyderabad, Medchal Malkajgiri, Telangana 500072, India

Privacy Policy

Last updated: 28 October 2026

1. About this Policy

Tudu Auto is the registered trade name of BIGSCALE PRIVATE LIMITED (GSTIN 36AAPCB3323B1Z1). Services are offered through the operator identified in the applicable booking confirmation. This Privacy Policy explains how TUDU collects, uses, stores and shares personal data through its apps, website, customer support, vehicle services and partner workspaces.

2. Information collected

Account data includes name, phone, email, authentication records, saved addresses and preferences. Vehicle data includes registration number, make, model, fuel type, VIN where provided, vehicle photos, odometer readings and service records. Booking data includes requested work, location, schedule, quotations, job photos, invoices, reviews and support correspondence. Digital Vault data may include uploaded RC, PUC, insurance and other documents.

3. Device, partner and optional vehicle data

TUDU may process device identifiers, IP address, app diagnostics, notification tokens and security logs. Provider and dealer accounts may require business identity, qualifications, service area and payment-settlement details. Optional features may process fuel entries, mileage, parking records, route history, visited places, office/home labels and compatible telematics or tyre data when enabled.

4. Purposes of processing

Information is used to create and protect accounts, manage vehicles, verify bookings, dispatch assistance, coordinate providers, communicate quotations, facilitate payments, issue invoices, store documents requested by users, send reminders, handle complaints, prevent misuse and meet legal obligations. Optional analytics and promotional communications are used only with the applicable permissions or other lawful basis.

5. Location and trip-history controls

Location may be requested for SOS, a booked service, parking functions or optional trip intelligence. Background location, where offered, requires a separate explanation and applicable permission. Travel routes, visited places, home and office labels and parking history remain private to the vehicle owner by default. Users can disable optional tracking or withdraw applicable consent without losing unrelated basic booking access.

6. Sharing with service providers and dealers

Assigned providers receive only the service details necessary for the job, such as vehicle issue, service address, booking time, permitted photos and a contact channel. Dealers receive information relevant to a requested purchase, test drive or resale enquiry. TUDU does not make private trip trails available to partners or general office staff. Access is role-restricted and limited to the permitted purpose.

7. Service partners and legal disclosures

TUDU may use payment processors, hosting providers, messaging services, customer support tools, mapping services and analytics processors for defined operational purposes. Information may be disclosed to authorities when lawfully required. TUDU does not sell identifiable route histories or visited-place data for advertising.

8. Consent and user choices

Users may manage optional location, notification and promotional preferences through available device or application settings. Consent, where required, is specific and withdrawable. Withdrawing permission can disable the corresponding optional feature. Users must have lawful authority to upload another person’s information or vehicle documents.

9. Data retention and deletion

TUDU retains information for as long as necessary for the service requested, account administration, payment and tax records, legal obligations, fraud prevention or dispute resolution. Users may request account closure and deletion of eligible personal data. Information that must be retained under law or for an unresolved dispute may be preserved for the applicable period. Backups are removed according to operational deletion cycles.

10. Security

TUDU uses reasonable technical and organizational safeguards, including access restrictions, secure transmission, authentication controls, audit logging and protected document access. No digital system can guarantee absolute security. Suspected incidents are investigated and notifications are issued when required by applicable law.

11. Rights and grievances

Subject to applicable Indian law, users may seek information about processing, request correction or updating of inaccurate data, request erasure where permitted, withdraw consent and raise grievances. Requests can be submitted through the privacy or support contact made available within the application or website. TUDU will respond in accordance with the legal requirements in force.

12. Children and account eligibility

TUDU paid-service accounts are intended for persons legally capable of contracting. Where personal data relating to a child is processed, applicable parental-consent and protective requirements are followed.

13. Cookies, notifications and third-party links

Essential cookies and similar technologies may support sign-in, security and application operation. Optional analytics or marketing tools are subject to applicable notices and choices. Service-status notifications may be distinguished from promotional messages. External payment, mapping, insurer, dealer or charging websites have their own privacy practices.

14. Cross-border processing and changes

Where service providers process information outside India, TUDU complies with applicable transfer restrictions. This Policy may be updated when services or legal requirements change. Material changes are communicated through appropriate channels and additional consent is obtained where required.

15. Service Partner and Prime Membership Information

For service partners, TUDU processes registration and business identity information, professional qualifications, licences, service categories, approved operating areas, availability, bank and tax details, subscription plan, assigned requests, response times, customer ratings, service evidence, invoices and settlement records. This information is used for partner verification, allocation of qualified opportunities, Prime plan measurement where contracted, fraud prevention, customer support, settlement, compliance and dispute resolution. Membership level does not authorize access to customer trip histories, unrelated bookings or private documents.

16. Parts Protection Records and Limited Sharing

To assess spare-parts authenticity, fitment, warranty and customer complaints, TUDU may process part descriptions, serial or batch identifiers where supplied, purchase invoices, supplier information, installation photographs, inspection findings, customer approvals and complaint correspondence. Only information reasonably necessary to fulfill or investigate the relevant booking is shared with the assigned partner, supplier, manufacturer, inspection professional, payment provider or lawful authority. Vehicle documents and personal information unrelated to the parts dispute must not be reused for marketing or other jobs.

17. Safety Incident Information

When a customer or service partner reports an accident, harassment, unsafe location, damage, suspected fraud or emergency, TUDU may collect incident descriptions, booking and location details, relevant photographs, communications and witness details voluntarily provided. Access is restricted to personnel and service providers who need the information for safety response, complaint investigation, legal compliance or dispute resolution. Emergency information may be shared with competent authorities or responders where lawful and necessary. Incident records are retained only for legitimate safety, legal, insurance-claim or dispute purposes and are subject to applicable access and deletion rights.

18. Partner Access Controls and Customer Choice

Partners see only the booking contact and vehicle information necessary for an assigned job. Prime and other paid memberships do not grant broader personal-data access. A customer's driving routes, home/office labels, visited places, saved parking history and Digital Vault remain private by default unless separately and lawfully shared for a specific purpose. Customers may manage available location

permissions, optional analytics and marketing choices; consent withdrawal is handled in accordance with applicable law and does not automatically cancel unrelated essential services.