

Privacy Policy

At Bongo OÜ (Bongo Taxi), we value the privacy of our customers very highly. According to this principle, we have compiled our Privacy Policy, which contains an overview of our business practices. This includes information about the types of user data we collect, use, publish and store. We assure You that we use this data only in complete accordance with all European Union regulations and laws of the Republic of Estonia.

COLLECTION OF INFORMATION

On our website bongo.ee, the following customer data is collected:

- When filling out the Customer Registration Form and becoming a regular client – the first and last name of the client, their phone number, email address, current date.
- When booking a taxi in advance via our home page – the first and last name of the client, their phone number, email address, pickup address and destination, method of payment, the date, pickup time, any additional information necessary for providing the taxi service to the specific client.
- When contacting us via the Feedback Form – the first and last name of the client and their email address.
- When ordering car spare parts, the first and last name of the client, telephone number and their email address, car data, possible additional information that the client wishes to indicate.

Via phone

When ordering a taxi by phone, the following data are collected: the first and last name of the client, their phone number, pickup address and destination, the date, pickup time, any additional information necessary for providing the taxi service to the specific client.

PURPOSES OF USE AND STORAGE OF PERSONAL INFORMATION

Any personal information You provide will only be used to contact You, provide the taxi service and/or for preparing and signing the customer contract. For the purpose of assuring a high-quality service, Your phone calls and phone number may be recorded. We do not forward, sell or rent out Your personal data to third parties.

Any data provided by You will only be stored for as long as is necessary to meet the objectives set in this Privacy Policy. After this, the personal data is permanently deleted; except when the storage or publishing of this information is required by law or by the rights and obligations of either contracting party.

PROTECTION OF PERSONAL DATA AND PRIVACY

We protect the personal data of our customers by all possible means. Only authorized personnel have access to the data; those without authorization cannot manage or modify it. An encrypted data transfer channel secures the personal information of our clients on our home page. All user data provided by our clients while visiting our home page and signing contracts will be treated as confidential information.

THE RIGHTS OF THE CLIENT

As our client, You have the right to know which personal data we collect and store. You have the right to make corrections and changes to this information or delete the data. If You would like to use these rights and change or delete Your personal data, please send us an email to the address given below.

PRIVACY POLICY & TERMS AND CONDITIONS

When using our home page, placing an order via phone or filling out the Customer Registration Form, You have read our Privacy Policy and accepted our Terms and Conditions.

The controller of personal data is Bongo OÜ.

If needed, we reserve the right to make changes to our Privacy Policy and update the Terms and Conditions. An updated and valid Privacy Policy is available on our home page.

CONTACT

If You have any questions or concerns regarding our Privacy Policy and the implementation thereof, or You would like to make use of Your rights, please contact us via the following email address: info@bongo.ee