

Privacy Policy

Newman Taxi service (NTS)

1. Privacy

- By booking through Newman Taxi Service the Customer agrees to collect their personal information like their mobile number, mobile handset ID, location information and other personal information such as card information etc.
- Newman Taxi Service ensures that the data will be securely stored as safe as possible.
- Newman Taxi Service may share your personal information with drivers, law enforcement authorities and our staff, to ensure the operation of the system.
- If you are an employee or contractor of an organization, which funds your use of point-to-point, transport services (e.g., through your use of a corporate credit card) or provides a refund to you for such services, we may share your personal information and other data with the employer to facilitate its management of such expenses.
- Newman Taxi Service reserves the right to disclose the personal information of the Customer to the extent permitted by law or as may be required by law or if the information is necessary or appropriate to release in addressing or helping any adverse consequences to any person for any act or omission on the part of the Customer. This is in addition to any other uses permitted under our Privacy Policy.

2. Personal and Non-Commercial Use

- The Customer acknowledges that when a booking is made through our website or application, we need the Customers mobile number and name which we will be providing to the driver for accepting your booking and also enable the driver to contact you with relation to the booking.
- Newman Taxi Service does not authorize the driver to use the Customers name or mobile number for any other purpose other than to pick the Customer from the booking spot. Any misuse if notified by the Customer should be report to Newman Taxi Service immediately.
- The Customer acknowledges that by providing their details they agree Newman Taxi Service to us their contact information for promotional, marketing and publicity purposes without any further reference, compensation to payment including Newman Taxi Service sending any promotional messages. The Customers are advised to read the Privacy policy conditions pertaining to this.

3. Termination / Restriction

Any unauthorized booking by the Customer is considered as a serious breach of the terms and conditions. Infinite Cabs reserves the right to terminate your access to the Newman Taxi Service website, application and the related services or any portion thereof at any time, without notice and to sue the Customer for any injuries caused to the driver or to the vehicle because of the behaviour of the Customer.

4. Liability Disclaimer

- We advise you to read our privacy policy conditions and this terms and
- Conditions have to be read in conjunction with our privacy policy conditions while it comes to protecting your data which includes your name, booking, mobile number, address and other details provided by you to us voluntarily.
- You agree that Newman Taxi Service is not responsible to any loss, liability,

- Damage or expense which arises as a result of using any interfaced platform or by the third-party service provider, for any act or omission of the third-party service provider who may have access to your personal information provided by you in our website while booking.
- Even though Newman Taxi Service conduct their due diligence with respect to the operators and drivers, Newman Taxi Service cannot be held responsible for the act of the drivers and operators of the Taxi.
- In such circumstances, the Customers can lodge a complaint with Newman Taxi Service or appropriate authority.
- Newman Taxi Service Endeavor to provide high level of service to their Customers however if there are any network issue or any other issues which is beyond the control of Newman Taxi Service, then Newman Taxi Service is not responsible for the delay or the disruption caused to the Customer arising out of the same.
- The Customer has their non –excludable rights under Australian consumer law and other legislations that apply to the passenger.
- Newman Taxi Service notes that our website may use cookies and does not guarantee that the platform will be free from viruses or other destructive features despite the steps taken by Newman Taxi Service to protect their website and app from malfunctioning.
- Any right and remedies in respect of the service provided by Infinite Cabs is not excluded under the Competition and Consumer Act.
- Newman Taxi Service is not responsible for the acts, omissions and conduct of any third parties, or our interfaced platform or the taxi operators or drivers for their actions or failure to act of any driver including any breach of applicable laws and regulations by a driver who is been using our service.

- We encourage the passengers to report the misconduct of Drivers that you have encounter with in the course of your travel or booking to our email address: taxinewman@yahoo.com.au. We will investigate and take appropriate action towards the complaint raise in our sole discretion without reference to you.
- The Passengers acknowledge that they will ensure to take necessary steps for their own safety and security by all means including the verification of identity of the driver and registration number of the vehicle that you are waiting for /booked
- Newman Taxi Service disclaims any or all liability arising out of personal injury to the person, property damage or any other damages likely to be incurred in booking and using our vehicle.
- Refund will not be provided in the event of delay which is totally out of control of Newman Taxi Service. For example, strike, force majeure, detour issues or any other reasons which may contribute to the delay in reaching the destination booked.
- Newman Taxi Service will assist the passengers in case of the lost personal items in the vehicle however, Newman Taxi Service will not be responsible for the items left behind or lost due to the negligence of the passenger.

5. Terms

- Newman Taxi Service website and application has the details about the estimated fare depending on the pickup location and destination location. The rates are not fixed and are exclusive of the fee like tolls , call out, fees or any other charges if any for using the road.
- By making the booking you agreed to pay the full amount on completion of your trip or reaching your destination booked.
- Unless otherwise agreed between the parties, there won't be any additional amount apart from the fare that will be charged for your travel.

- When the booking is requested, you will receive a notification confirming your booking has accepted by Driver Name and Taxi Registration Plate Number.
- The fare estimation offered is applicable to that day, time and that vehicle only.
- Any route that does not form the part of your booking and destination location and any waiting time incurred during your trip will be charged on additional basis.
- The portions of the trip are not included in the booked trip and drivers may charge you additional amounts for these diversions or waiting period which arise upon your request.
- We advise you to discuss this extension or diversion prior boarding in to the taxi with the drivers. The additional amount will be the reasonable estimate of the metered fare based on the distance and time.
- Driver cancellation fee: Any cancellation by the driver will be informed within reasonable time. We will Endeavor to provide you a different taxi depending on the availability and the number of the taxi will be provided to you once again if there are any changes.
- Passenger cancellation fee: Any cancellation has to be made promptly without any delay. Any delay caused will may incur some cancellation charges that will be charged by the Newman Taxi Service to the passengers or the person making the booking whose details are provided in the booking form.
- When a driver accepts your booking request, you will receive Name of driver and details of the registration number of the vehicle that has accepted your booking request. Responsibility to verify the Taxi number is on you to enter the correct vehicle. This ensures we have a record of the vehicle that transported you and details of the DRIVER, ensures you are able to pay the full fare and it also enhances the personal safety and security of the passengers travelling and for us to communicate with the driver in case if you have left any personal items in the vehicle which is been reported to us after you alighting the vehicle.

- We expect our passengers to be respectful with our drivers and you
- Can also expect the same from them. If you have any complaints with respect to the driver, please let us know your experience encountered during your travel and we will ensure to investigate the issue and notify the same in our system and will raise a warning to the concern person. We will also Endeavor to reply to your complaint raised within reasonable period.
- If any of the provisions in the terms and conditions is held illegal or
- Unenforceable under law then such clause shall be deemed to be removed and the remaining provisions in the terms and conditions shall remain in force.
- Terms and conditions are governed by, and construed in accordance
- With, the law in force in the State of Western Australia. The parties agree to submit to the non-exclusive jurisdiction of the courts of Western Australia.
- Any complaint has to first reported to the Newman Taxi Service on taxinewman@yahoo.com.au .Followed with Newman Taxi Service will respond back to the issue within 14 days time. If the issue is not resolve on the said period and failure of any response by either parties, both the parties agree to appoint a. mediator to resolve the matter before pursuing with the Court.